

Guidelines for Activities and Events in Harmony Square



Contents



1	Introduction	3
1.1	Who can use Harmony Square?.....	3
1.2	Scope of the Guidelines.....	3
1.3	How do I organise an event in Harmony Square?.....	4
2	The venue	6
2.1	What is available to users in the Harmony Square.....	7
2.2	Site map 1 – Harmony Square in Dandenong.....	9
2.3	Site restrictions.....	8
2.4	Political stall restrictions.....	9
3	Facilities	8
3.1	Screen specifications.....	8
3.2	Conditions for screen content.....	8
3.3	Screen advertising.....	8
3.4	Stage.....	8
3.5	Lawn and trees.....	9
3.6	Umbrellas and chairs.....	9
3.7	Retail facilities in the square.....	9
4	Amenities and temporary facilities	10
4.1	Power and lighting.....	10
4.2	Temporary infrastructure.....	11
4.3	Covered area.....	11
4.4	Water.....	12
4.5	Toilets.....	14
4.6	Additional rooms for hire.....	15
4.7	Maintenance of the square.....	15
4.8	Waste management.....	15
5	Traffic, transport and parking	16
5.1	Impact on traffic and pedestrians.....	16
5.2	Transport.....	16
5.2.1	Public transport.....	16
5.2.2	Car parking.....	16
6	Risk management and safety	18
6.1	Identified risk issues in the square.....	18
6.2	Public liability insurance.....	18
6.3	Security.....	18
6.4	Noise.....	18
6.5	Emergency management.....	18
6.6	Setting up and clearing out after an event.....	19
6.7	Permits and bond.....	19
6.8	Cancellations.....	19
7	Schedule of charges	20
8	Other useful information	22
8.1	Operating hours.....	22
8.2	Contact list.....	22
9	Other resources	24
9.1	Event planning guide.....	25
9.2	Event application forms.....	25





1.1 Who can use Harmony Square?

Council encourages everyone to consider using Harmony Square and the Big Screen for their events and gatherings.

The activities undertaken in Harmony Square may be informal such as incidental gatherings and ad hoc screenings, or they may be more formal activities such as movie nights, craft markets, public information launches, public ceremonies and cultural performances.

Harmony Square acts as the 'front door' to the Civic Centre and Dandenong Library. As such, Council reserves the right to limit certain activities in the square to ensure the activities are a good fit with the area and infrastructure.

1.2 Scope of the Guidelines

These guidelines provide practical information for event organisers holding activities or events in the square. They include details of what infrastructure and facilities are available in the square, venue restrictions, technical specifications and potential charges accrued in using the square.

These guidelines are designed to work alongside the *Event Planning Guide (EPG)* to support delivery of quality activities and events. Please refer to the *EPG* for a comprehensive guide on things to consider when planning an event. Other relevant documentation includes the *Event Application Forms (Forms 1A–12)*.

How do I organise an event in Harmony Square?

Here is some helpful information:

1

STEP 1

Fill in and submit *Form 1A Intention to hold an event in Harmony Square* and accompanying site plan to the Festivals and Events team (events@cgd.vic.gov.au) within 45 days of activity.



2

STEP 2

A member of the Festival and Events team will contact you to discuss your planned activity in more detail to advise you of what to do next.



3

STEP 3

If your activity is expected to attract more than 200 attendees, you will also need to complete and submit the *Event Application Forms* covering all aspects of your event from developing a detailed site plan, risk assessment, to providing public liability insurance details.

If you have any questions, get in touch with the Festivals and Events Team.

Email: events@cgd.vic.gov.au

Phone: 8571 5205



Other things to consider

Good planning

Planning is the most important part of running a successful event. Starting well in advance is crucial.

Duty of Care

It is your legal duty of care as an event organiser to familiarise yourself with your official Duty of Care and ensure you follow your duty of care through all stages of your event.

Duty of Care of event organisers

Event organisers have a duty of care under the *Victorian Occupational Health and Safety Act 2004* to provide a safe operational environment. Under this legislation, event organisers must ensure so far as reasonably practicable that: people are not exposed to risks arising from the operation; and any place where employees and self-employed persons work is safe.

The definition of this duty is broad. Proactive attention by event organisers may be achieved by a process of identification, assessment and control of safety risks.

In some circumstances, there may be several parties who owe a concurrent duty of care. It is important that safety is comprehensively managed and communicated by and between all relevant duty holders.

Worksafe Victoria – Advice for Managing Major Events Safely

The venue



2.1 What is available to users in Harmony Square

The following may be made available to organisers of activities and events in the Harmony Square:

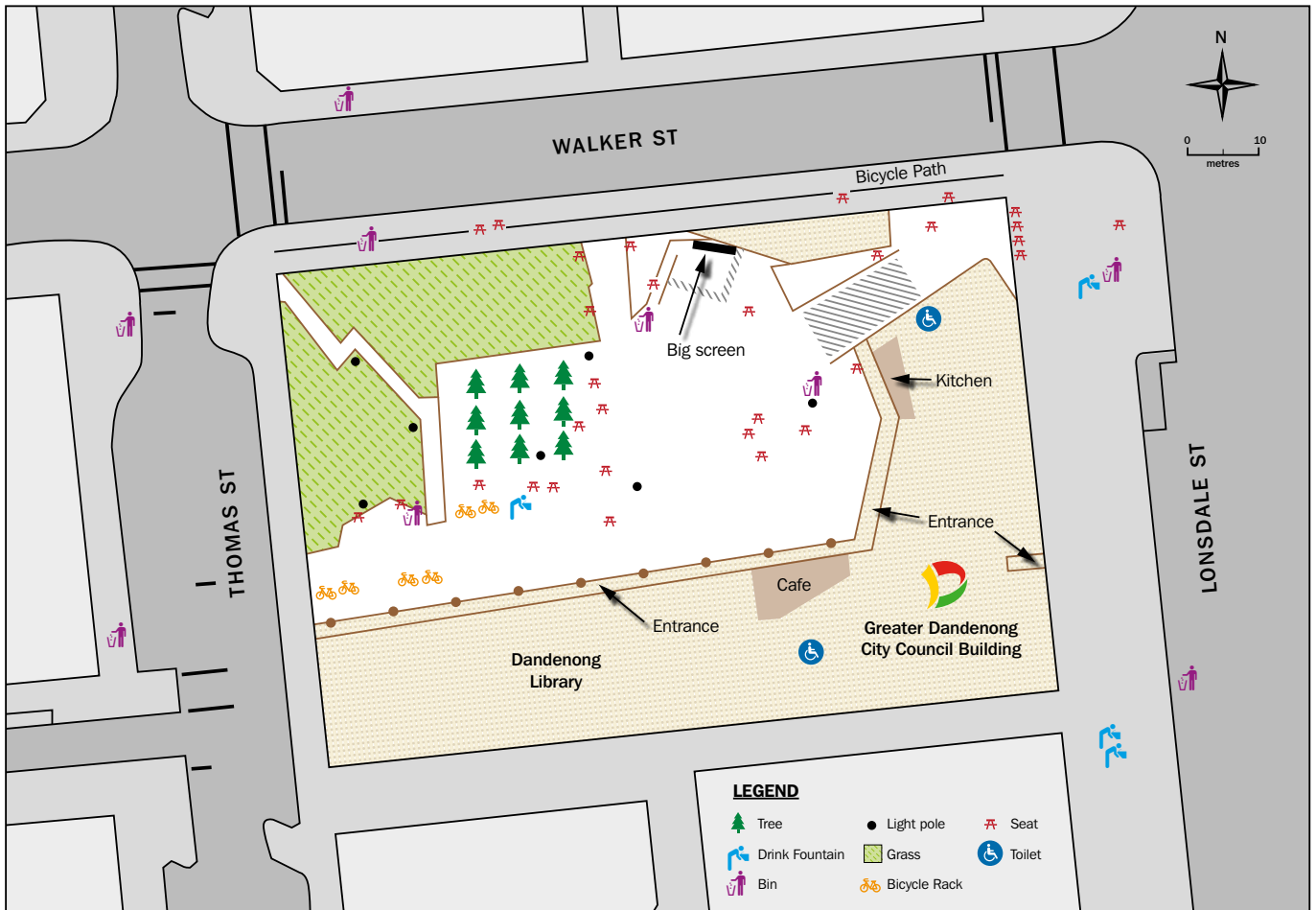
- * 8 X 4 metre outdoor digital screen with capability for live or pre-scheduled content.
- * Accessible stage area 7.5m x 5m approximately.
- * Permanent sound equipment.
- * Lawn area and some fixed open-air seating.
- * Umbrellas which can be installed as required into permanent sleeve bolted positions in square.
- * 75 café style folding chairs. Please see Appendix 9.3 for more information about these chairs.
- * Readily available power and ambient fixed lighting.

Note: Some costs may apply and installation will need to be requested for some items.





2.2 Site Map 1 – Harmony Square in Dandenong



2.3 Site restrictions

The following restrictions apply to Harmony Square:

- * No unstructured ball games.
- * No alcohol.
- * No smoking.
- * Maximum capacity of 3000 people at a given time (capacity may be less than 3000 depending on the amount of event equipment or marquees in the square).
- * Weight restriction of vehicles and structures of 10 tonnes.
- * Recommended maximum of five food stalls in the square, due to power and space restrictions. Restrictions in the size and capacity of the food stalls will also apply.
- * Approval will not be given to any activities that contravene laws or accepted community standards.
- * Approval will not be given to any activities that are reasonably likely to offend, insult or intimidate other people.
- * Harmony Square is a public open space, and therefore fenced-off, closed ticketed events or paid activities will not be permitted.

2.4 Political stall restrictions

The following restrictions apply to political information stalls in Harmony Square.

- * Only political parties with members in the state or federal parliament will be permitted.
- * A display will only be permitted in a pre-designated zone, away from doorways.
- * Not permitted during a pre-election period.
- * The political stall can consist of one table and banner; vehicles or teams of people handing out brochures will not be permitted.
- * Any rubbish (handouts etc.) that are dropped are to be collected and disposed of by the organiser.
- * The Council reserves the right to refuse any application.

Facilities

3.1 Screen specifications

Hardware specifications for the screen include:

- * Full concert quality PA system with extra fill speakers.
- * Ross Video 'Carbonite' 24 input live production video switcher/mixer.
- * Ability to overlay titles, graphics, logos and 'lower thirds' etc.
- * Ability to display live web streams, websites and dynamic content.
- * Free-to-air television and Foxtel.
- * HD pan tilt zoom cameras in the square.
- * Blu Ray and DVD payout.
- * Live tweet and SMS support to screen.
- * Video, audio, communications and network points throughout the square.
- * Optical fibre ties to the Drum Theatre.
- * Screen content may also be screened on the customer service screens throughout the municipal buildings including libraries.

Most events requiring active use of the screen will involve some level of technical support from Council staff or volunteer crew. This may incur additional charges (depending on staff capacity and complexity of screen activation). Please refer to *Table 1* for event levels and related technical specifications.

3.2 Conditions for screen content

Material can only be shown on the big screen under the following conditions:

- * Content submitted to the City of Greater Dandenong must have copyright clearance in regards to the use of non-original material. This includes both sound and visual clips.
- * Content cannot be defamatory, discriminatory, insulting or offensive in any way. Council reserves the right, at its discretion, to refuse any content submitted without reason being given.
- * Entries must be in English or with English subtitles, otherwise an English transcript must be provided.
- * The City of Greater Dandenong is unable to return USB keys, DVDs or HDDs that are submitted with content.
- * As screen content will be displayed in a public place, theatrical content that is subject to rating must be 'PG' rated or lower. If material has been given exception by the Classification Board, this must be sighted.
- * Content must be provided at least two weeks prior to screening date.
- * Content must be 1920 x 1080 in resolution, MPEG4 file type for video, JPEG for stills. No Powerpoint or other format will be accepted.



3.3 Screen advertising

Harmony Square's Big Screen is able to include advertising as part of a wide variety of content shown. This can assist in driving positive community outcomes (for both commercial and non-commercial purposes).

If content is advertising or advocating on behalf of a community service or event it may not be considered as advertising. Please contact the Urban Screen Coordinator on 8571 5176 to discuss the nature of your content and how we can support it. Advertising content must still meet our general requirements outlined in 3.2.

3.4 Stage

Organisers planning on utilising the stage at their event are advised to note the following:

- * When using the stage the complexity and timing of the event and its inter-operation with the screen will determine the level of staffing or external support needed.
- * If external AV support is needed, a quote will be provided via Council, from one of our preferred suppliers.
- * Basic wireless microphone and audio mixing capability is available if the stage event is able to be staffed by Council staff and volunteers.
- * **IF** Council has approved of the organisers using their own PA or audio equipment, it will need to be tagged and tested.
- * Note that there is no permanent shade over the stage, although two red umbrellas could potentially be utilised for this purpose.
- * Environment Protection Authority (EPA) regulations on noise limits apply to activations both on stage and on the screen.



Table 1: Technical specifications for screen use

EVENT 'LEVELS'		
EVENT TYPE	CAPACITY	STAFFING
Full event production, full external AV crew. <i>(Example: live bands, performances)</i>	Multiple live cameras, vision mix, slides, pre-roll content, screen synced to stage, bands requiring full audio mix, foldback etc.	External AV crew, possibly supplemented with staff/volunteers.
Internally produced event, multimedia staff. <i>(Example: Public information launches, speeches)</i>	Installed camera only, live vision mix, slides, pre-roll content. 2 x wireless mics.	Multimedia staff or volunteers.
Pre-scheduled content only, actively monitored. <i>(Example: AFL match shown at a pre-set time)</i>	Pre-scheduled, passive, vision source. Security briefed to watch for technical or public concerns.	On call multimedia staff or volunteers.
Pre-scheduled content only, zero staff support. <i>(Example: Advertising content shown)</i>	Pre-scheduled, passive vision source.	N/A.

For more details, and to discuss your screen requirements contact the Urban Screen Coordinator, Media and Communications Department, 8571 5176.

3.5 Lawn and trees

Organisers planning on utilising the lawn and trees area at their event or activation are advised to note the following:

- * Stages or temporary structures are discouraged on the lawn site due to potential damage to the grass, underground plumbing and uneven ground surface.
- * The lawn is subject to ongoing maintenance through a sprinkler system so may be wet at certain times of the day.
- * Decorating the trees is not possible due to the risk of permanent damage.

3.6 Umbrellas and chairs

There are 17 large market umbrellas with permanent sleeve bolted positions in the square. Of these, 15 sleeves are located in the square between the screen and the Library entrance. The remaining two are located on the stage. Note that having umbrellas in the square will interfere with the sight-lines to the screen and impact the camera-feed for the square on to the screen.

Due to the size and weight of the umbrellas, they are required to be set up and removed by Council's approved contractors.

Depending on the type of activation, 75 orange café-style chairs may be made available for use; additional chairs will have to be hired separately.

Please note that the use of umbrellas and chairs may incur additional charges. Please see *Schedule of Charges* in section 8.

3.7 Retail facilities in the square

A commercially operated coffee shop is adjacent to the Library, facing out onto Harmony Square. Organisers may need to contact the coffee shop operator to ensure the cafe will be open on weekends for special events.

Other retail outlets are operating at the top and bottom of the main stairs leading to Lonsdale Street, and along Lonsdale Street. It is worth considering how your event may impact on these shops and vice versa.

For more details, and to discuss your equipment requirements contact the Festival and Events Team, 8571 5205.



Amenities and temporary facilities

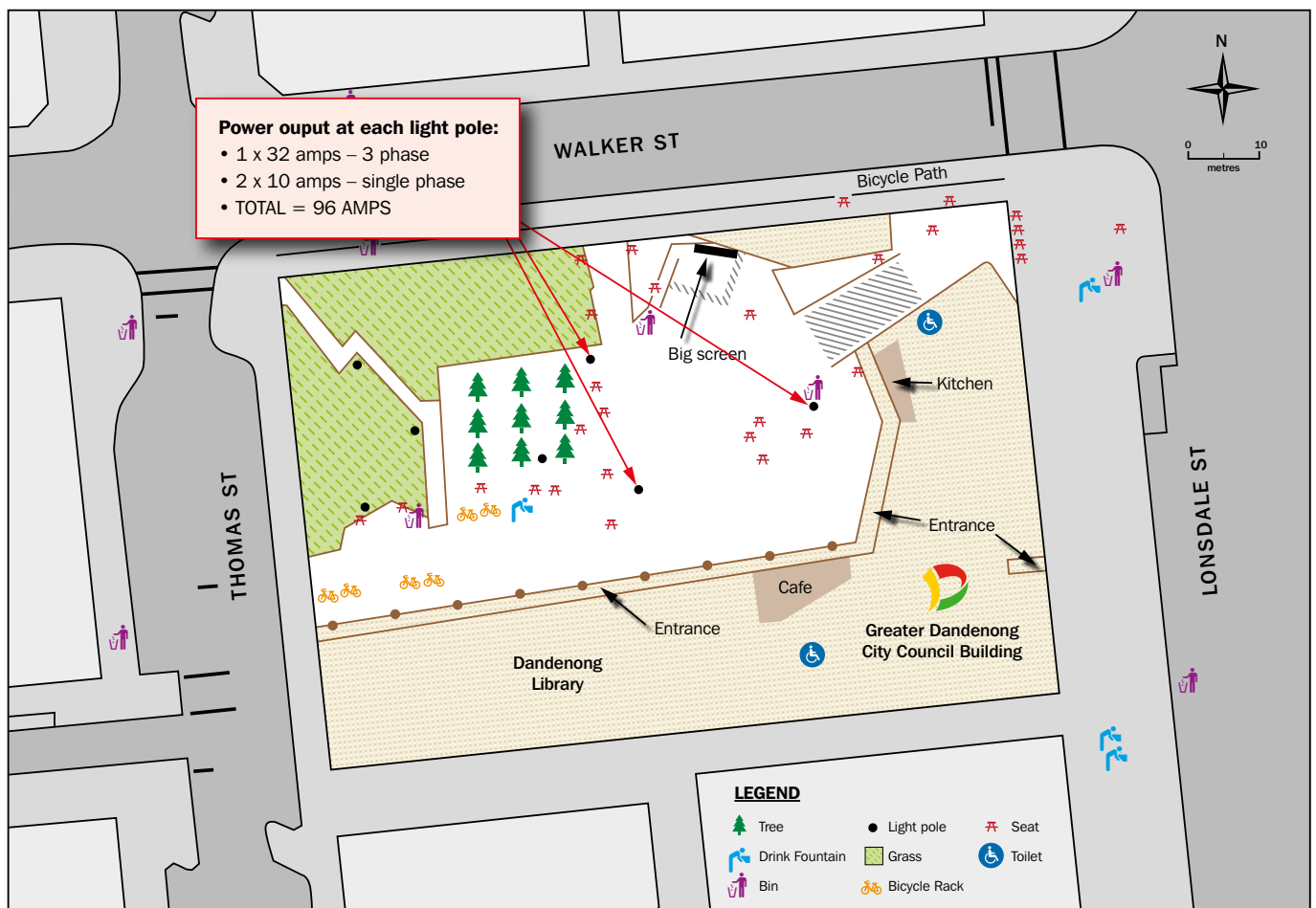
4.1 Power and lighting

Organisers planning on utilising power and lighting at their activity or event are advised to note the following:

- * Access to mains power is readily available across the site at various locations.
- * Power is accessed from the 3 larger light poles located in front of the Library. Please see *Site Map 2* for details of electricity and output available.
- * A qualified electrician may be required to be on standby during an event that uses power in the square. This may incur additional costs (see *Schedule of Charges* in Section 8).
- * There is fixed lighting at night within the square.



Site Map 2: Location of power points and power output





4.2 Temporary infrastructure

Organisers bringing temporary infrastructure such as marquees and other event equipment are asked to note the following:

- * All marquees must be weighted as per the product specifications. These should be made available for Council's viewing on request. If the specifications are not available, a minimum acceptable weight per leg is 39kg.
- * Consider space allocation when erecting marquees – the more space taken with temporary structures, the less attendees can fit into the square space.
- * Trestle tables should be dressed with a suitable cover. Consider clips to secure tablecloths and bands around materials to prevent being blown away by the wind.
- * Consideration must be given to pedestrians travelling through the square to other locations.
- * All marquees involving the preparation and selling of food must have a plastic tarpaulin base to stop food dripping on to the porous paving. The event organiser will be responsible for any damage to the paving in the Square.

4.3 Covered area

Along the front of the Library, facing out to the square, the awnings create a sheltered area. In case of bad/hot weather, organisers may consider using the sheltered area to place tables and stalls.

Organisers planning on utilising the covered area are asked to note the following:

- * Organisers are required to ensure there is an accessible path of travel for the public to get in and out of the Library and municipal building, also keeping emergency exits clear.
- * Organisers will need to apply to Council well in advance for permission to use this sheltered area, providing a detailed site plan.
- * Any activities that impede public entrance ways and emergency exits will be directed to move.

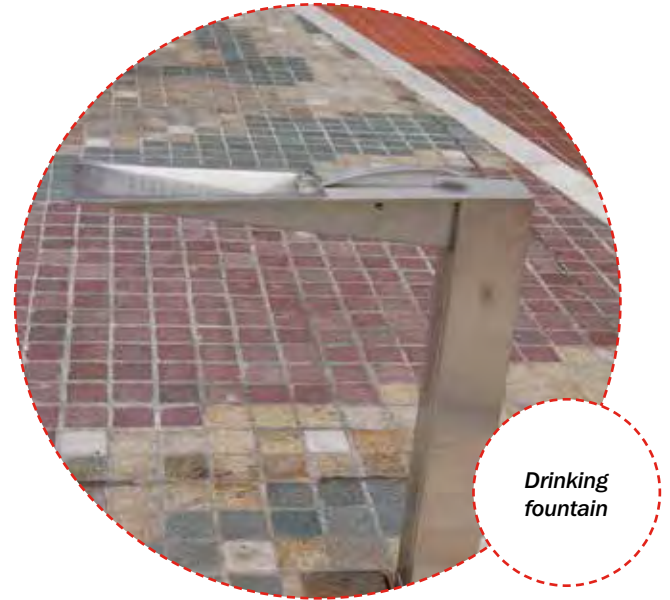
Amenities and temporary facilities

4.4 Water

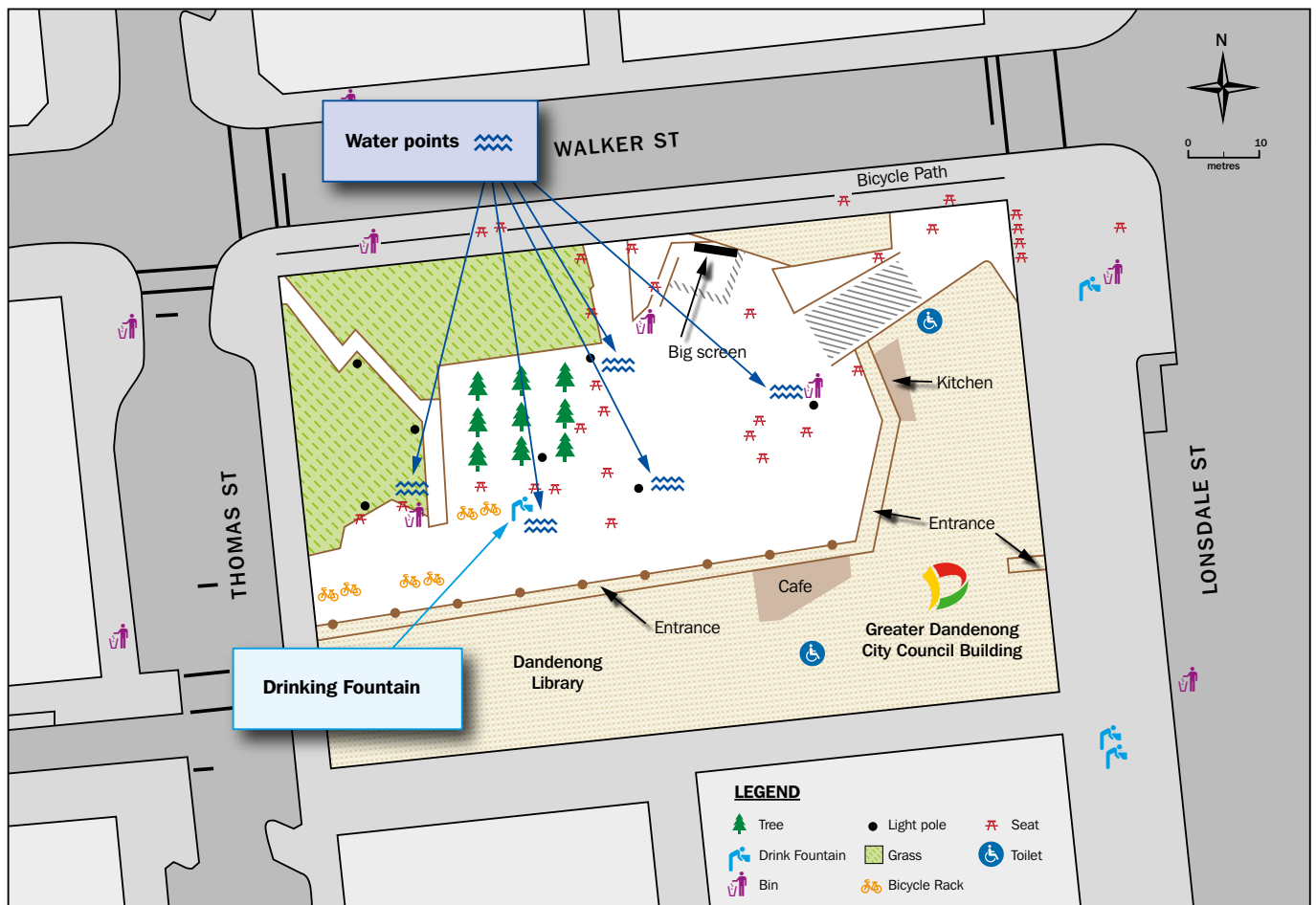
There is one permanent drinking water fountain within the square. Water points in the ground are located beside each of the larger light posts. They are easily accessible and have a cock-hose for straight-forward connection (see *Site Map 3*).

Organisers planning on accessing water points within Harmony Square are asked to note the following:

- * Hydration stations (usually 3m by 3m) should ideally be set up in close proximity to water supply points to avoid the necessity for long cables.
- * When using a hydration station, drainage of excess water to avoid flooding should be considered. Drainage of excess water must be directed into storm water grates, not drained into the base of the trees or the enclosed plant beds near the orange seating areas.
- * All water accessible from the identified ground water points is suitable for drinking.
- * Grey water, oil or other liquid generated by an event must be taken off site and appropriately disposed off.



Site Map 3: Location of water points from the ground





Amenities and temporary facilities

4.5 Toilets

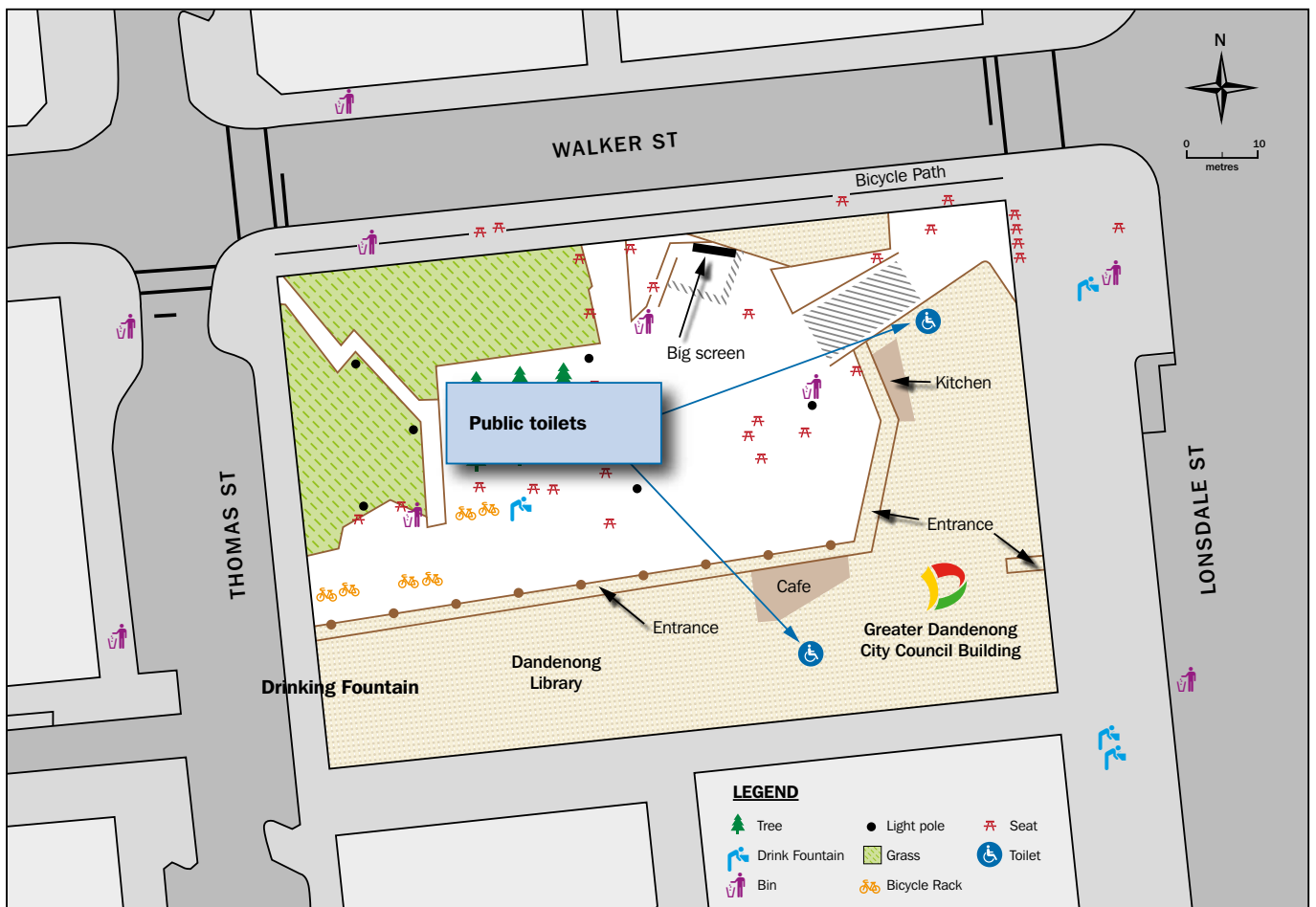
Public toilets are available for those using the square. These are located in the foyer by the Library and near the Lonsdale Street stairs. Refer to *Site Map 4* for their locations. Depending on the number of attendees at the event or activation, portable toilets may need to be included in your event plan, particularly during out of business hours when the foyer toilets may not be available.

Organisers planning on utilising the toilets in Harmony Square for their event are asked to note the following:

- * Public toilets must be regularly checked and cleaned throughout and after an event. Please see *Schedule of Charges* in section 8 for indicative costs.
- * The accessible toilet also includes a shower and change room. To access these facilities, you will require the MLAK keys. Keys are available from the Dandenong Library or the Council customer service centre. **For further information please phone 8571 1000.**

	MALE			FEMALE		ACCESSIBLE TOILET	
	Toilets	Urinals	Hand basins	Toilets	Hand basins	Toilets	Hand basins
Library foyer	3	7	2	8	3	1	1
Lonsdale St (Level 1)	1	2	2	2	2	1	1
Total (during business hours)	4	9	4	10	5	2	2
Total (out of hours)	1	2	2	2	2	1	1

Site Map 4: Location of public toilets





4.6 Additional rooms for hire

In addition to the square, several rooms are available for hire inside the Civic Centre. Please go the following link to access the relevant information: [Dandenong Municipal Office meeting room hire](#).

For more details contact the Civic Facilities Coordinator, 8571 5340.

4.7 Maintenance of the square

The square and public toilets must be cleaned and maintained both during and after an event or activity, to avoid waste building up or damage.

Organisers of events or activities that will require additional cleaning are asked to note the following:

- * Levels of cleaning required will vary depending on the type of event. Please see *Schedule of Charges* in section 8 for indicative costs.
- * The paving in the square has been coated with a protective seal, which is easily damaged when removing food or other material from the ground. Therefore ALL activity and food stalls must put down protective properly secured tarpaulins to ensure the paving is not damaged.
- * Gaffer tape, or any other tape, is not permitted anywhere in the square as they leave a damaging residue.
- * Any other activities that may cause damage to the square will not be permitted.

4.8 Waste management

The waste bins in the square are sufficient for everyday use. Additional bins will be required for an event or activity that generates more waste, particularly those with food stalls.

Organisers of events or activities that are likely to generate additional waste beyond normal everyday use of the square are asked to note the following:

- * Extra bins are available for hire from Council (refer to *Event Application Form 4* for more information).
- * It is the event organiser's responsibility to ensure that the site is left in the same condition as before the event. Council's Waste Management Unit may be available to assist with extra cleaning if required. Note that there may be a cost associated with this service.
- * Council encourages all organisers to deliver waste wise events.
- * All events in the square must include the use of recycling bins.
- * Food stallholders can potentially dispose of dirty water, oil or other liquid by-products of food preparation using the waste disposal drain inside the kitchen. This option is only available if the event organiser has arranged it with Council prior to the event; note there may be a cost associated with this. If this arrangement is not in place, food stallholders are required to take their liquid waste off site and dispose of it appropriately.

For advice and more details contact the Waste and Cleansing Team, 8571 1755.

Traffic, transport and parking

5.1 Impact on traffic and pedestrians

Harmony Square was designed to provide ample space for pedestrians moving in and out of the area. Provided an event does not exceed maximum capacity of 3000 attendees (standing room only) at any given time, little or no impact on traffic or pedestrian movements is foreseen.

Road or lane closures may be required for events with activities on the pavements surrounding the square. If this is the case of surrounding streets, it is advised that you contact Council to discuss your proposed plan with a member of the Transport Team. Phone 8571 5233.

5.2 Transport

Issues concerning transport to and from the venue are dependent on the timing and scale of the event. During business hours, car parking is limited and public transport options should be encouraged. Out of hours, several multi deck and on street car parks are located within a short distance from the square. Some parking will incur a fee.

5.2.1 Public transport

The site is easily accessed by train with Dandenong Station within a one minute walk and various bus stops are all located nearby.

5.2.2 Car parking

Car parking is available within a short distance from Harmony Square. Disabled parking is available on Thomas Street and on the ground level in the Walker Street multi deck car park.

There is paid parking in the vicinity of the Harmony Square in the following locations:

LOCATION	COST PER HOUR	COST PER DAY
240–248 Thomas Street multi deck car park, Dandenong	\$1.30	\$30.00
23–37 Walker Street multi deck car park, Dandenong	\$1.30	\$9.10
2 Mason Street, Dandenong	\$1.30	\$8.60

Rates are correct as of 1 July 2015 and are subject to change.





Risk management and safety

6.1 Identified risk issues in the square

To ensure public safety and minimise risk, planned activities in the square must not exceed 3000 people at any given time. This is based on the Building permit for the square. Depending on what is planned in the square, the overall capacity of people in the area at a given time may vary; more infrastructure will mean less people will be permitted in the square.

In developing a site plan for your event, you are responsible for ensuring uninterrupted flow of the general public in and out of Harmony Square. Pedestrian traffic into the Council offices and Library during business hours, should not be disrupted. Events of more than 200 people must supply Council with a risk assessment using the template in the Event Application Forms.

6.2 Public liability insurance

For events in the square that include food or market stalls, stage performances that are likely to attract more than 200 people, public liability insurance is required. The need for public liability insurance for other activations in the space will be assessed on a case by case basis.

For community groups planning to hold an event, Council officers can provide information about specialist insurance providers established to manage the insurance needs for not for profit clubs and community groups within Australia.

If you are unable to obtain insurance cover elsewhere, please contact Council's Risk Management Coordinator on 8571 5115 who may be able to advise you (subject to specific case).

6.3 Security

Organisers are responsible for ensuring they have adequate security during their activity or event.

Organisers of events or activities are asked to note the following:

- * Depending on the size and nature of the activity or event Council may require the organiser to engage their own security.
- * If an event occurs during Council and Library business hours, additional security may be required to ensure security is not compromised inside the Council buildings. This will incur an additional cost (see *Schedule of Charges* in section 8).

For more details contact the Building Maintenance Team on 8571 5142.



6.4 Noise

Organisers of events or activities with amplified music are asked to note the following:

- * Organisers must ensure audio from events does not exceed 65 dbA (A-weighted) as stated in Environmental Protection Authority's State Environment Protection Policies (SEPPs).
- * Organisers must ensure audio operating hours run between the hours of 12pm and 10pm. If an event is under five hours long, hours can extend to 11pm.
- * Waivers may be given for social or charitable events.

6.5 Emergency management

All organisers using the square for an activity where more than 200 people are expected to attend will need to document how emergencies will be managed should they arise.

For example, events for over 200 attendees will require a qualified first aider to be onsite and depending on the type of event planned a first aid station may be required.

Victoria Police should be notified of any event or activity expected to attract more than 200 people and, depending on the nature of event, will help to determine the level of their involvement. Emergency Wardens should also be established for larger events.

Please note that events taking place during Council and Library business hours need to take into consideration that in an emergency situation there may also be an evacuation of the municipal buildings at the same time, as an event.

For more information on emergency management procedures and to obtain a recommended evacuation plan for the square, please contact the Festivals and Events Team on 8571 5205.



6.6 Setting up and clearing out after an event

Due to the public nature of the square, setting up and clearing out after an event needs to be carefully considered and planned. Keeping pedestrians safe in the square and surrounding area is paramount. For this reason there is a preference for vehicles to load and unload in the driveway off Walker Street.

Where organisers can demonstrate that it is essential to have vehicle access, the square is available via both Thomas and Walker streets. Removal of bollards must be arranged in advance.

All vehicles must adhere to maximum speed of 5kph limit in the square, have headlights on and be accompanied by a Council officer or security guard.

The setup of complex activities (such as events with marquees, food/market stalls, stage equipment) should be cordoned off with appropriate signage to mitigate any risk to the public.

In some cases it may be necessary to set up outside of business hours where the activity is deemed a high risk to pedestrians walking through the space. This may incur additional costs.

Note that set up for activities must take care not to damage paving in the square through the use of cable trays and the like.

6.7 Permits and bond

Event Permit

Activities of 200 or more attendees will be classified as an event and will necessitate the completion of event application forms. An event permit will need to be issued by Council before the activity can go ahead.

Activities of 200 or less people will still require written permission from Council to go ahead, although a full event permit will not be required.

Bond

A refundable bond is required as a security for any damage, extra cleaning or breach of the conditions of hire. The refundable bond amount will vary, depending on the size and nature of the event. An event or activity will not be permitted to go ahead until a bond cheque has been received or credit card details have been provided to Council.

The bond process is as follows:

- * Council will advise the organiser of the amount of the refundable bond after the application has been assessed.
- * The organiser will issue Council a refundable bond cheque or provide credit card details. This cheque will not be banked/ credit card will not be processed in the first instance, but will be retained by Council for the duration.
- * Should the event go as planned incurring no additional costs, Council will either return the refundable bond cheque to the organisers or destroy the cheque/credit card details as soon as possible after the event.

- * Should there be additional costs incurred the bond payment will be banked by Council. Should the additional costs incurred be less than the bond amount, the difference will be refunded to the organiser.
- * Should the additional costs incurred exceed the amount of the bond, the organiser will be liable for the excess amount.

For more details contact the Festival and Events Team on 8571 5205.

6.8 Cancellations

All organisers are asked to note the following in case their event or activity needs to be cancelled for any reason:

- * Should an event or activity need to be cancelled for any reason, it is the responsibility of the organiser to alert the public who might otherwise attend the activity.
- * In the event of a cancellation the refundable bond will be returned to the organiser, provided no additional costs were incurred by Council due to the activity or its cancellation.
- * Should the additional costs incurred by the activity or its cancellation be less than the bond amount, the difference will be refunded to the organiser.

Schedule of charges

There is no hire charge for using the square and screen, unless a technician is required on site or on standby. However, please consider the following additional costs that will be need to be covered by organisers.

Note: Fees and Charges are revised annually. Refer to the online version of this document for the latest Fees and Charges, www.greaterdandenong.com

Current as of 1 July 2015.

EVENT/ACTIVATION	DETAILS	COSTS
Gatherings up to 200 people		
Refundable deposit (bond)	–	\$500
Bin hire	Not required – adequate bins on site	–
Clean up	–	Organiser to provide
Security	Depending on type/time of event	Organiser to provide
Events 200–500 people		
Refundable deposit (bond)	–	\$500
Bin hire	1 rubbish, 1 recycling	\$15 per bin
Clean up	–	Organiser to provide
Security	1 licensed security guard	Organiser to provide
Events 500–1000 people		
Refundable deposit (bond)	—	\$500
Bin hire	2 rubbish, 2 recycling	\$15 per bin
Clean up	1 cleaner	Organiser to provide
Security	2 licensed security guards	Organiser to provide
Events 1000–2000 people		
Refundable deposit (bond)	–	\$500 or more
Bin hire	4 rubbish, 4 recycling	\$15 per bin
Clean up	1–2 cleaners	Organiser to provide
Security	3–4 licensed security guards	Organiser to provide
Events 2000–3000 people		
Refundable deposit (bond)	–	\$1000
Bin hire	6 rubbish, 6 recycling	\$15 per bin
Clean up	4–5 dedicated cleaners during event to keep square/toilets clean, prevent damage	Organiser to provide
Security	6 licensed security guards	Organiser to provide
Qualified on-call electrician	May be required on standby for events	Organiser to provide
Qualified on-call plumber	reliant on power/water	

Note: The fees and charges may be subject to change after 1 July each year. The Festivals and Events Team will advise organisers of any changes to the fees as soon as practicable.



ADDITIONAL COSTS		
Umbrellas/chairs	2 contractors to put up and bring in umbrellas/chairs	\$750 – fixed costs for any number of umbrellas/chairs
Meeting rooms Council chamber (capacity 50) Formal meeting room (capacity 50) Community room 1 (capacity 15) Community room 2 (capacity 15)	Fixed rates for room hire where needed in conjunction with activation of the square	\$30–\$62 p/h (community group rates) \$38–78 p/h (standard rates)
Public liability insurance	Required for all planned activities in the square	Organiser to provide
Screen usage		
Internally produced event	1 multimedia staff/volunteer	During business hours (dependent on capacity), potentially no cost Outside of business hours: \$75 p/h (first 2 hours) \$100 p/h (additional hours)
Full event production	External AV crew with 1–2 multimedia staff/volunteer	Quoted on a per job basis with preferred contractors

Other useful information

8.1 Operating hours

Council office business hours:

Hours of operation: 8.30am–5pm Monday to Friday

Library opening hours

Monday to Friday: 9am–9pm

Saturday: 10am–5pm

Sunday: 12pm–5pm

Selected public holidays: 2pm–5pm

8.2 Contact list

Main contact:

DEPARTMENT	ROLE	CONTACT DETAILS
Festivals and Events	Responsible for oversight of event, managing central booking calendar and processing of all event forms.	Festivals & Events Officer, 8571 5205

Other departments you may need to contact:

DEPARTMENT	ROLE	CONTACT DETAILS
Regulatory Services	Provision of event permit provided all conditions have been met.	Coordinator, Residential Amenity, 8571 1452
Building Maintenance	Responsible for ensuring security and maintenance of the square.	Municipal Building Operations Coordinator, 8571 5142
Building Services	Responsible for assessing the suitability of the space for the event.	Municipal Building Surveyor, 8571 1486
Media and Communications	Responsible for promotional advice to event organisers.	Senior Media and Communications Coordinator, 8571 5104
Screen Bookings	Responsible for bookings and content development for the Big Screen.	Screen Coordinator, 8571 5176
Risk Management	Information and advice on obtaining insurance. Risk and emergency management assessment.	Risk Management Coordinator, 8571 5177
Public Health	Responsible for ensuring all food stallholders are registered and have lodged their Statement of Trade.	Food Safety Coordinator, 8571 1401
Waste Management	Advice and support on developing a waste management plan. Bins and bin cap hire. Cleaning arrangements.	Waste and Cleansing Team Leader, 8571 1755
Traffic	Traffic issues relating to events in the square. Assessment and approval of traffic management plans.	Traffic Engineer, 8571 5233



Other resources





9.1 Event planning guide

Please contact the Festivals and Events Team for your copy of the Event Planning Guide.

Ph: 8571 5205

Email: events@cgd.vic.gov.au


9.2 Event application forms

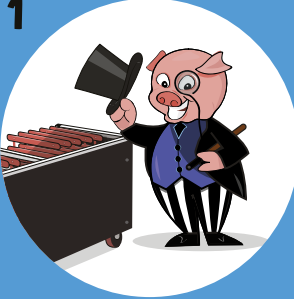
The *Event Application Forms 1–13* are available on the Council website, in the Plan Your Event section.

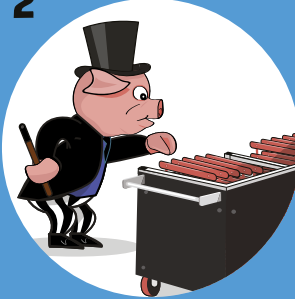
9.3 Public seating instructions

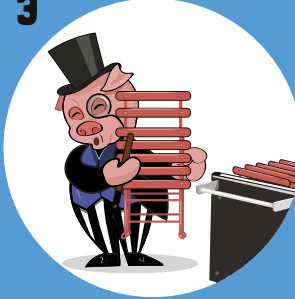
The orange folding chairs are supplied with a trolley designed to allow people to pick up their own chair off the trolley. Events and activities making use of the orange chairs may wish to request the Dandy Pig animation be shown on the Big Screen while the event is in progress.

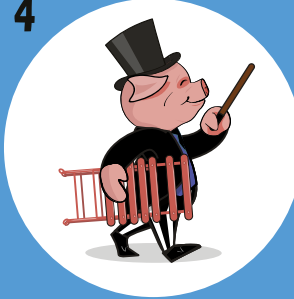
FEEL FREE TO USE A SEAT

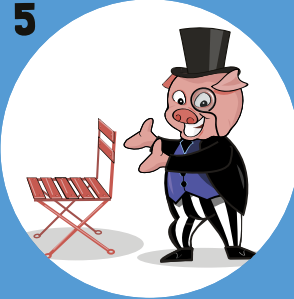



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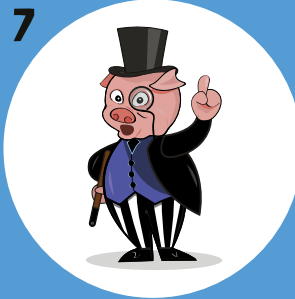
Seating is provided for the benefit of all.
- 

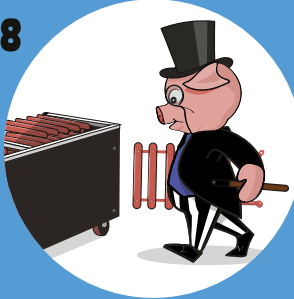
Choose a chair from the Trolley.
- 

Take the chair out of the rack.
- 

Choose where you would like to sit.
- 


Set your chair up.
- 

Sit and relax.
- 

Just remember.
- 

Always return your chair to the trolley.

 Phone **8571 1000**

 Fax **8571 5196**

 council@cgd.vic.gov.au



TTY: 133 677
Speak and listen: 1300 555 727
Internet: www.iprelay.com.au



TIS: 13 14 50

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