

Event Management Procedure (30)





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1. PURPOSE

The Catholic Church Endowment Society Inc. is committed to providing its workers with a healthy and safe workplace. The purpose of this document is to provide guidelines on planning, managing and evaluating events.

2. SCOPE

This procedure applies to all worksites under the Catholic Church Endowment Society Inc. (CCES).

3. DEFINITIONS

Definitions can be found on the [Catholic Safety & Injury Management Website](#).

3.1. Information

Public Event:

A public event is an event in a certain place during a particular interval of time for public attendance. For the purpose of this procedure, a public event is defined as an event occurring in a temporary venue or a fixed venue normally authorised for other types of events, and occurs regularly, as a one-off event, or on an irregular basis.

Examples of public events include:

- Art shows;
- Fetes, fairs, carnivals, festa;
- Music performances or concerts;
- Outdoor parties;
- Religious celebrations.

An Event Management Plan may not be required for the following; however a risk assessment may be required;

- Sports Day held on site;
- Swimming Carnival;
- Whole of School Mass / Assemblies;
- School Concerts;
- Trading Tables;
- Quiz Nights;
- Barbeque / Sausage Sizzle.

Amusement Device:

An amusement device is an item of plant operated for hire or reward that provides entertainment, sightseeing or amusement through movement of the equipment, or part of the equipment, or when passengers or other users travel or move on, around or along the equipment.



4. RESPONSIBILITIES

Specific responsibilities for carrying out certain actions required by the CCES, have been allocated to particular position holders within the organisation. Such responsibilities are consistent with the obligations that the legislation places on officers, managers, supervisors, workers and others in the workplace.

Responsibility, authority and accountability processes have been defined in [Responsibility, Authority & Accountability Procedure \(12\)](#), and summarised in:

- [Responsibility, Authority & Accountability Matrix – Workers \(025G\)](#);
- [Responsibility, Authority & Accountability Matrix – Managers & Supervisors \(023G\)](#);
- [Responsibility, Authority & Accountability Matrix – Officers \(024G\)](#); and
- [Work Health & Safety and Injury Management Policy](#).

You are required to familiarise yourself with this procedure in order to understand the obligations that you may have in relation to its implementation and to carry out your assigned actions and responsibilities.

This Procedure is to be read in conjunction with your Organisational Policies and / or Procedures.

5. PROCEDURE

5.1. Pre-event planning

Planning is essential to manage events to agreed goals and available human and financial resources. The management of a successful event requires a detailed planning and consultation process.

The planning process for events may involve a number of workers taking responsibility for different tasks. Tasks may include:

- convene an organising committee for event;
- developing a budget;
- seeking sponsorship where appropriate;
- arranging the venue for the event and organising registrations;
- approaching potential speakers, vendors, etc;
- promoting the event;
- preparing event materials;
- organising materials to be taken to the event;
- conducting an evaluation, and;
- collating feedback and reporting on event outcomes to the Board, funding bodies and other stakeholders.

The initial step for event organisers is to determine event details such as:

- type of event;



- proposed location;
- duration of event;
- number of attendees and estimation of the number expected to attend the event;
- anticipated weather conditions;
- shade / shelter provision;
- other permits / approval required;
- site layout and emergency management plan;
- access to and egress from chosen site, including access for people with a disability;
- services to be provided;
- publicity for the event;
- target audience;
- ticketing;
- traffic management;
- crowd control;
- number of workers and volunteers;
- waste disposal;
- toilets required;
- liquor licensing, and;
- cash management / card payment system.

Refer to [Event Planning Checklist \(052F\)](#) to assist with planning your event.

5.1.1. Determining workplace needs

There are many aspects of an event which can be potentially hazardous to the general public if not planned and managed correctly. For an event to be successful, it is essential that event organiser provide venue, access and egress points which does not put the health and safety of the public at risk.

The event organisers need to select a venue or site that is suitable for the particular event. This is dependent on factors such as:

- type and duration of the event;
- expected number of attendees;
- size and location of the area;
- facilities:
 - accommodation / camping;
 - availability of potable water, toilets, ablution facilities and power supply;
 - food services;
 - car parking facilities and traffic flow;
 - shelter availability;
 - access for persons with a disability.
- environmental factors such as:
 - weather conditions / time of year;



- proximity to residential areas and the topography of the area with regard to potential noise nuisance;
- surface drainage;
- dust control.
- access and egress for those attending, emergency vehicles, and service vehicles such as waste collection services.

When selecting a site, especially for an outdoor event, a risk assessment must be undertaken to identify any potential hazards. Hazards may include:

- powerlines (can be brought down by severe storms, affect safe movement of tall structures / erection of amusement devices etc);
- waterways that may be prone to flooding, water courses / dams, etc that may be a safety hazard;
- bushfire;
- high winds;
- extremes of temperature and UV index;
- public health pests and other animals such as mosquitoes, flies, snakes, spiders, bees and wasps;
- poisonous plants, dust, pollen and other allergens, and;
- proximity to transport routes such as train lines and major roads.

5.1.2. Identify stakeholders

When preparing for an event, organisers should consult with all stakeholders that may have an interest in the event to obtain the appropriate information required for obtaining approvals.

Stakeholders involved vary from event to event and may include (but not limited to):

- event organisers;
- workers and volunteers;
- service and contract providers e.g. catering, amusement devices and equipment;
- emergency services (e.g. SA Ambulance Service, SA Police, Metropolitan Fire Service, State Emergency Service; Country Fire Service etc.);
- local council;
- security services;
- regulators (e.g. Safework SA, office of the technical regulator (OTR));
- media;
- members of the public who attend the event, and;
- insurer.

5.1.3. Event organising committees

Each event must have an organising committee, which plays a vital role in organising and managing a successful event. The workplace is to determine the composition of



the organising committee taking into account the individual's knowledge and expertise. It should be made clear who has the final authority in the committee structure for the sign-off for the event and for the management of the event during its progress. Committees must meet on a regular basis to review, change and update event progress. Examples of key roles include: event organiser / manager (oversees the entire event); Volunteer Coordinator (to oversee management of volunteers); Finance person (treasurer to oversee budgets, management of money during the event) etc.

The Event Manager is the one essential position for an event committee organising an event. They are responsible for:

- the smooth running and coordination of the event.
- the inclusive and welcoming nature of the event.
- ensuring that the event complies with all federal and state laws and local government policies and regulations.
- ensuring that all forms are completed and details lodged with the relevant authority/s.
- ensuring that appropriate permission is received before the event goes ahead.
- recording details of invitees and attendees.
- ensuring that 'thank you's' are sent to those who have helped in arranging or sponsoring the event and to any special guests.
- ensuring sponsors are publically acknowledged where relevant, including at the event and in promotional material.
- budget forecasting and financial control.

Refer to [Event Planning Checklist \(052F\)](#) for a suggested 'Event Organising Committee' list.

5.1.4. Administrative issues

5.1.4.1. Permits / approvals

The permits or licenses that your organisation may need to obtain before holding an event (and for the duration of the event) will depend on:

- the type of event;
- the activities to take place;
- the facilities which will be provided to patrons and participants including any particular goods or services (such as food, alcohol, merchandise and gaming), and;
- the particular requirements of the relevant local council and other authorities.

It is recommended that the organisation always check with your local council to see what council-specific permits, as well as other relevant authorities for



specific permits (for example, liquor licences from the South Australian Consumer and Business Services) may be required before running your event.

Permits or licenses are generally required for the following events and activities:

- holding an event on council or other public land;
- setting up a temporary structure or using a venue for a purpose it is not designed for;
- serving food to the public;
- serving alcohol to the public;
- playing live or recorded music;
- displaying signs and banners;
- community gaming;
- setting up a market stall;
- filming on council land;
- providing access to St John Ambulance services;
- using gas cylinders to cook or for other purposes;
- using an open flame;
- using fireworks, and;
- using the footpath or closing a road.

This is not an exhaustive list and there may be other permits required for your event.

Approvals or permits may be required from some stakeholders in order to hold the event (depends on the size of the event).

It is important to allow sufficient time to gain all the relevant approvals (where required). Where food will be sold, the Event Organiser must contact their local council to determine. The following table is a guide to the prior notice required by some stakeholders. To find your local council, go to [SA councils list and map | LGA South Australia](#)

Stakeholder notification lead time

Organisation Name	Notification Time
Country Fire Service (CFS)	If the event is in a rural or remote area, contact the closest CFS as soon as possible before the event. Depending on the size of the event, the remoteness of the event, and the amount of traffic restrictions, the CFS may need at least 6 months' notice.



Environment Protection Authority (EPA)	Contact the EPA at least 6 weeks in advance. Exemptions under the Environment Protection (Industrial Noise) Policy (if required) take 4 to 6 weeks to process.
Hospitals	Contact the appropriate hospital administrators as soon as possible to discuss issues associated with the event.
Office of the Liquor and Gambling Commissioner	If premises will be supplying alcohol, a liquor licence will need to be issued by the Office of the Liquor and Gambling Commissioner under the Liquor Licensing Act. For an event lasting more than 3 days, at least 60 days' notice is required before the first day of the event. In any other case, allow 14 days before the function for the license to be issued.
Relevant Health Authority	Contact the relevant health authority with a lead time of at least 6 months for events of greater than 10,000 people and 3 months for smaller events.
SafeWork SA	<p>SafeWork SA require notification of events at least 4 weeks prior to the scheduled event. SafeWork SA do not approve public events, however can provide organisers with safety advice on:</p> <ul style="list-style-type: none"> • registered amusement devices • dangerous goods over the licensable quantities, such as 250kg or more of LPG, 120L or more of petrol • fireworks • large marquees, over 6m in length • stages or grandstands that require scaffolding. <p>SafeWork SA Event Safety Public Notification Form</p> <p>Event organisers are required to complete the paperwork and send to SafeWork SA.</p>
South Australian Metropolitan Fire Service (SAMFS)	Contact SAMFS as soon as details of the event have been finalised. Public events e.g. food / wine fairs, picnics, which do not have a particular fire risk require several weeks' notice.
South Australian Ambulance Service (SAAS)	Contact SAAS as soon as possible for planning purposes especially for high risk events.
South Australia Police (SAPOL)	SAPOL requires 3 months pre-event notice for planning purposes.
State Emergency Service South Australia (SES)	SES requires 3 months' notice.
St John Ambulance Service	St John Ambulance Service requires at least 6 weeks' notice.



Transport SA	Transport SA requires 6 weeks' notice where events impact on public transport services. If an event impacts on road users, approval must be sought from Transport SA when all or part of the road is a Transport SA road. If unsure whether the road in question comes under the care, control and management of Transport SA or other parties, contact Transport SA.
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5.1.4.2. Insurance

It is important that the safety of volunteers, contract / event staff and the public is managed. Event organisers must ensure they have comprehensive public liability insurance, which includes members of the public and may include property, equipment and indemnification of the authority. Event organisers must check with their insurance provider to ensure they have adequate coverage.

Further information on legal issues, refer to this resource: [Legal Issues to Consider when Holding Events in SA.](#)

5.2. Risk Management

Event management risks shall be assessed in accordance with [Hazard Management Procedure \(14\)](#).

For every event, the worksite must appoint an event coordinator who has skills in managing events. The event may be exposed to risks that are beyond the event coordinator and worksites control. Working in partnership with external organisation is one such risk factor – Partnership Agreements, Memoranda of Understanding and other contractual relationships are likely to reduce the risk.

To assist with managing the risks for the event, it is recommended for large events [Event Emergency Management Plan \(016T\)](#) is developed. For small events a risk assessment will be sufficient (e.g. sports day, barbeques etc.)

As part of the plan, the Event Organiser/s should develop a site plan that is easy to interpret. The site plan can be distributed to relevant stakeholders as it is valuable during set up (bump-in), valuable for emergency service etc. Things to consider that should be shown on the site plan include:

- access and egress points for vehicles and people;
- activities / entertainment areas;
- emergency services;
- first aid posts;
- food stalls;
- information, lost and found children / stolen property centres;
- parking;
- toilets;
- location of water;



- location of bins;
- sheltered areas, and;
- prohibited areas.

When deciding on layout, think about how different areas and attractions will complement each other. The layout of your event whether it is indoor or outdoor can provide a different experience. The following is a list of suggestions to consider when deciding on your layout:

- food areas should be in sections where people can make the most of the entertainment / program;
- toilets, water and first aid should be located in prominent and accessible locations;
- accessible parking needs to be clearly marked and managed during the event;
- accessible pathways need to link the parking area to the event site;
- allow space in your layout for people to congregate. You do not want to create areas where there is a risk to the audience due to over-crowding;
- if you are organising an outdoor event, consider the use of natural shade and plan your activities in those locations so that the audience can participate in a safe environment;
- if you are using equipment that requires power, locate them close to the power source whether it be mains power or through a generator. You need to manage the risk of power cords in areas where the public can access and walk. This also applies where water is required.

All worksites are required to complete and document a risk assessment for their event. A sample can be found at: [Event Management Risk Assessment \(015RA\)](#).

5.2.1. Event planning – bump in to bump out

Bump In: The timing at which site preparation works are taking place, including the set-up of the temporary structures.

Bump Out: The timing at which the participation aspect has been completed and temporary structures are removed and pack up occurs.

Event organisers must ensure that the dates and times have been clearly communicated to all relevant stakeholders / exhibitors / food vendors etc.

5.2.2. Toilets

The number of toilets required at your event will depend on a number of factors including:

- anticipated crowd numbers;
- the gender of patrons (women require more facilities than men);
- the duration of the event;
- if alcohol will be available;
- provisions for people with disabilities, and;
- provisions for parents.



Below are required number of toilets at events. The tables are provided from the Emergency Management Australia Manual, Safe and Healthy Mass Gatherings.

Toilet facilities for events where alcohol is not available:

Patrons	MALES			FEMALES	
	Toilet	Urinals	Hand basins	Toilet	Hand basins
<500	1	2	2	6	2
<1000	2	4	4	9	4
<2000	4	8	6	12	6
<3000	6	15	10	18	10
<4000	8	25	17	30	17

Toilet facilities for events where alcohol* is available:

Patrons	MALES			FEMALES	
	Toilet	Urinals	Hand basins	Toilet	Hand basins
<500	3	8	2	13	2
<1000	5	10	4	16	4
<2000	9	15	7	18	7
<3000	10	20	14	22	14
<4000	12	30	20	40	20

* it is recommended to check with Office of the Liquor and Gambling Commissioner to ensure adequate numbers of toilets are being provided.

Depending on the duration of the event, the number of toilet facilities can be reduced proportionally as follows:

Duration of event	Quantity required
8 hours plus	100%
6 – 8 hours	80%
4 – 6 hours	75%
Less than 4 hours	70%

5.2.2.1. Toilets and ablutions for persons with a disability

It is recommended that at least one (1) unisex toilet (including hand basin) for persons with disability be provided for every 100 WCs or part thereof.

5.2.3. First Aid

The provision of first aid facilities is essential and critical to any event and must be appropriately equipped and easy to find by patrons. The numbers of first aid posts and personnel required depends on the size of the event and the level of risk involved with the activities at the event.

St John Ambulance Australia has suggested the following as a general guide:



Patrons	First Aiders	First Aid Posts*
500 and under	2	1
1,000 and under	4	1
2,000 and under	6	1
5,000 and under	8	2
10,000 and under	12	2
20,000 +	22+	4

* The number of first aid posts required depends on what First Aid Room facilities are available on site.

Where first aid is outsourced, consider:

- allocation of a room / tent with running water;
- signage to indicate location of first aid;
- access for ambulance, and;
- communication.

5.2.4. Incident Management Plan

All event organisers and staff need to be in contact throughout the event through the Event/Incident Control Centre. Event organisers must be able to communicate with the crowd both for public announcements and in emergencies.

5.2.4.1. Incident Management Plan including First Aid Arrangements

The event must have a formal, written Incident Management Plan. This plan must be provided to all event organisers, key stakeholders, police and emergency service personnel (where applicable).

The plan should include (refer to :

- detailed first aid arrangements for on-site emergencies not requiring outside help:
 - who are the events first aid officers? Who will provide first aid?
 - will the local ambulance be in attendance?
 - incident forms
- who is the local contact for the police, fire service, hospital? Have each of them been contacted prior to the event?
- identify meeting points for emergency service
- identify contact details for local ambulance service
- identify access and egress routes
- how will communication be conducted on the day?

Refer to [Event Emergency Management Plan \(016T\)](#) to incorporate the Incident Management Plan.

Refer to [Incident Reporting & Investigation Procedure \(2\)](#).



5.2.5. Traffic and Pedestrian Management

Patron access must be planned to ensure there is no disruption to neighbouring business or homes and to ensure clear access by emergency services and event staff.

Event organisers must make arrangements for the following:

- Adequate car parking, including over-flow parking
- Access for people with disabilities
- Preferred access routes to the venue
- Adequate lighting
- Shuttle buses where venue/activity covers a large area

Road Closures

The Event Organising Committee need to determine if there will be any road closures. If so, a traffic management plan must be developed (refer to [Traffic Management Procedure \(26\)](#), application to your local government authority, local Police and/or Main Roads Department. It is important to check with the local government authority for the requirements in your area.

Where there are adjoining properties, it is beneficial to inform them of the proposed event and activities.

5.2.6. Amusement devices

When hiring amusement rides, it is important to:

- check that the ride operator is competent;
- check that the amusement device is registered (where applicable);
- check that rides are properly maintained;
- check that the ride operator has safe systems of work;
- plan safe set-up and operation for the event, and;
- work with the ride operator to plan safe set-up and operation of the ride.

Assess the location of the ride with the owner. Ensure the location is large enough to accommodate the total area the ride will occupy when operating and ensure the ride is positioned a minimum of two (2) metres away from other structures, trees or buildings. Take into account the space required for adjacent rides.

When determining the location, consider:

- above and below-ground services such as power 'no-go zones' and gas;
- nearby infrastructure, including trees and buildings;
- general ground conditions;
- accessibility and any slopes within the operating capacity of the equipment;
- the firmness of the ground supporting the weight of the operating amusement equipment and any delivery trucks;



- public protection (for example, fencing or barricades) that may need to be implemented and;
- weather conditions (for example, the impacts of rain or wind on the event).

5.2.6.1. Installation and assembly

Ask the person assembling and installing the ride to confirm that they are responsible for safe installation and assembly. Ask them to show evidence of a risk assessment. The person assembling and installing the ride should ensure safe passage around the installation and adequate fencing for staff and public safety.

If a crane, boomlift, elevated work platform (EWP), forklift or any other equipment is in use to assemble and / or deconstruct the ride, then the operator must hold a High Risk Work Licence.

5.2.6.2. Restraint systems

The owner should demonstrate that ride patron restraints are well maintained and are in working order. The ride operator must provide a copy of their registration and engineers report (must be less than twelve (12) months old).

5.2.6.3. Inflatable Rides

The following requirements are specifically related to inflatable amusement rides:

- ensure that written hire agreements are completed ;
- prior to hiring the inflatable device, request evidence from the hirer / operator that the operator has current public liability cover, preferably \$20mil+ but a minimum of \$10 million;
- request evidence from the hirer / operator that the inflatable amusement ride meets current Australian Standards;
- ensure that the operator provides written instructions in relation to the following control and supervision issues:
 - environmental conditions that may impact patrons use of the device;
 - the maximum safe wind speed when the device is in use;
 - the maximum number of patrons that can use the device at one time based on their height, weight or age;
 - the maximum height, weight or age limits that apply for patrons to use the device;
 - patron dress code, including foot wear;
 - the minimum number of operators/attendants required to supervise the device and any age restrictions that apply.



- throughout the period of hire, routine inspections should be carried out and recorded by a competent person (+18 years) to ensure that the device continues to be suitable for use. Such inspections should include but not limited to checks of anchors and ropes, that the fabric of the device does not contain any holes or tears, that the air pressure is sufficient for the walls of the device to remain firm and upright.
- a competent person should ensure that any maintenance required, as determined through routine inspections, is performed, for example, removal of debris, securing of anchors and ropes. This information should also be recorded.

5.2.7. Pandemic

In the event of a pandemic (e.g. COVID-19), event organisers must comply with any SA Government directions. Things to consider include (but not limited to):

- capacity numbers for event;
- sign in stations (QR codes);
- sanitising stations;
- trained marshals, and;
- review cleaning schedules.

5.3. Contractor Management

Most event organisers will engage external service providers at some stage of the event planning phase. This may include but is not limited to any of the following:

- event management companies;
- performers / bands / entertainers / MC's;
- equipment suppliers – display boards, tables, trestles and business stands;
- temporary infrastructure – toilets, marquees and stages;
- security;
- waste management;
- staff;
- amusement rides;
- food / beverage vendors.

All contractors engaged to assist with the event must be properly documented and agreed upon by all parties involved. Each of these arrangements, whether by letter, e-mail or telephone call will require a written contract / agreement that is legally binding.

All contractors must provide copies of their public liability insurance, relevant licences / registrations etc. Contractors must complete a Work Health and Safety Induction prior to commencing work. Refer to [Contractor Management Procedure \(6\)](#) for further information.



5.4. Volunteer Management

Most worksites rely on volunteers to assist in various ways with planning the event through to running the event on the day. Event Coordinator must appoint someone who is responsible for overseeing the management of volunteers pre-event and during the event. The volunteer coordinator shall oversee managing volunteers, organising their rosters etc. All volunteers must undergo a WHS Induction and any applicable training (e.g. if handling food, do food safety training). Further information about management of volunteers, refer to [Volunteers Procedure \(21\)](#).

All volunteers must sign in / out whilst working at the event.

The event organiser shall check if there is adequate insurance to cover volunteers in the event that they injure themselves.

5.5. Post-event debriefing

A post-event debriefing is a valuable tool when it comes to improving your event. There are two groups that it is recommended to gather and evaluate feedback from: the ones who helped make it happen, and the ones who experienced the end result.

Examples of the groups of people to seek feedback include:

- Workers: What were your original event objectives? Did you meet them? As a team member, did you feel like you received adequate training to complete assigned tasks?
- Partners: Were event problems solved? How? Did we find the optimal solution? How did we utilise technology at this event? Was it a success?
- Sponsors: What would you like to see happening at similar events in the future? Did the event's messaging correspond to your brand identity / message / sponsorship goals?
- Vendors: Were there any problems encountered as you tried to meet our event objectives? Did the event fulfil all of its commitments in terms of promised goods/promotional opportunities? Did you meet your budget/income expectations? Was cash flow efficiently managed so that all purchase orders could be processed in a timely manner?

The [Event Debrief and Evaluation Form \(027F\)](#) can be used.

Post event, it is valuable to seek feedback. The suggested groups to seek feedback include:

- Attendees: How effective and efficient was our registration process? How did you utilize technology at this event? Were all instructions and expectations made clear from the outset?
- Partners and sponsors: What were some triumphs at our event? Did you feel sufficiently included when the event's objectives were initially laid out? Who or what was responsible for them? How can we replicate these successes in the future?
- Vendors: Were there any setbacks beyond your control, such as shipment delays or an extreme weather event? Did the venue meet all of your requirements? Did caterers have



access to adequate kitchen facilities? Did you have sufficient access to power outlets, WiFi, etc?

The [Post Event Evaluation Survey \(055F\)](#) can be used.

5.6. Safe supply and consumption of alcohol

The supply and consumption of alcohol at public events can create potential for unnecessary risks. Organising an event where liquor will be sold requires a limited licence under the Liquor Licensing Act. This requirement applies even if the event is held on private property.

To determine if your event requires a liquor licence, check the SA Government website at [Apply for a liquor licence - sa.gov.au](#)

5.7. Food Safety

Charity and community groups that sell food are food businesses under the South Australia Food Act 2001 and are required to comply with requirements of the Australia New Zealand Food Standards Code.

The definition of sell includes activities such as a sports club selling sausage sizzles, school gala has cake stall or a church group's annual stall selling donated food. **Sell includes requesting a donation for a food or charging for a food as part of a service**, such as supper provided at a cabaret. The following information is provided to assist worksites in understanding how the food legislation applies:

- [Information for Charities and Community Organisations](#)
 - [Notification](#)
 - [Skills and knowledge](#)
 - [Labelling](#)
 - [Temperature and control](#)
 - [Sausage sizzles and barbecues](#)
 - [Preparing and cooking food](#)
 - [Transporting food](#)
 - [Camping](#)
 - [Health and hygiene for food handlers](#)

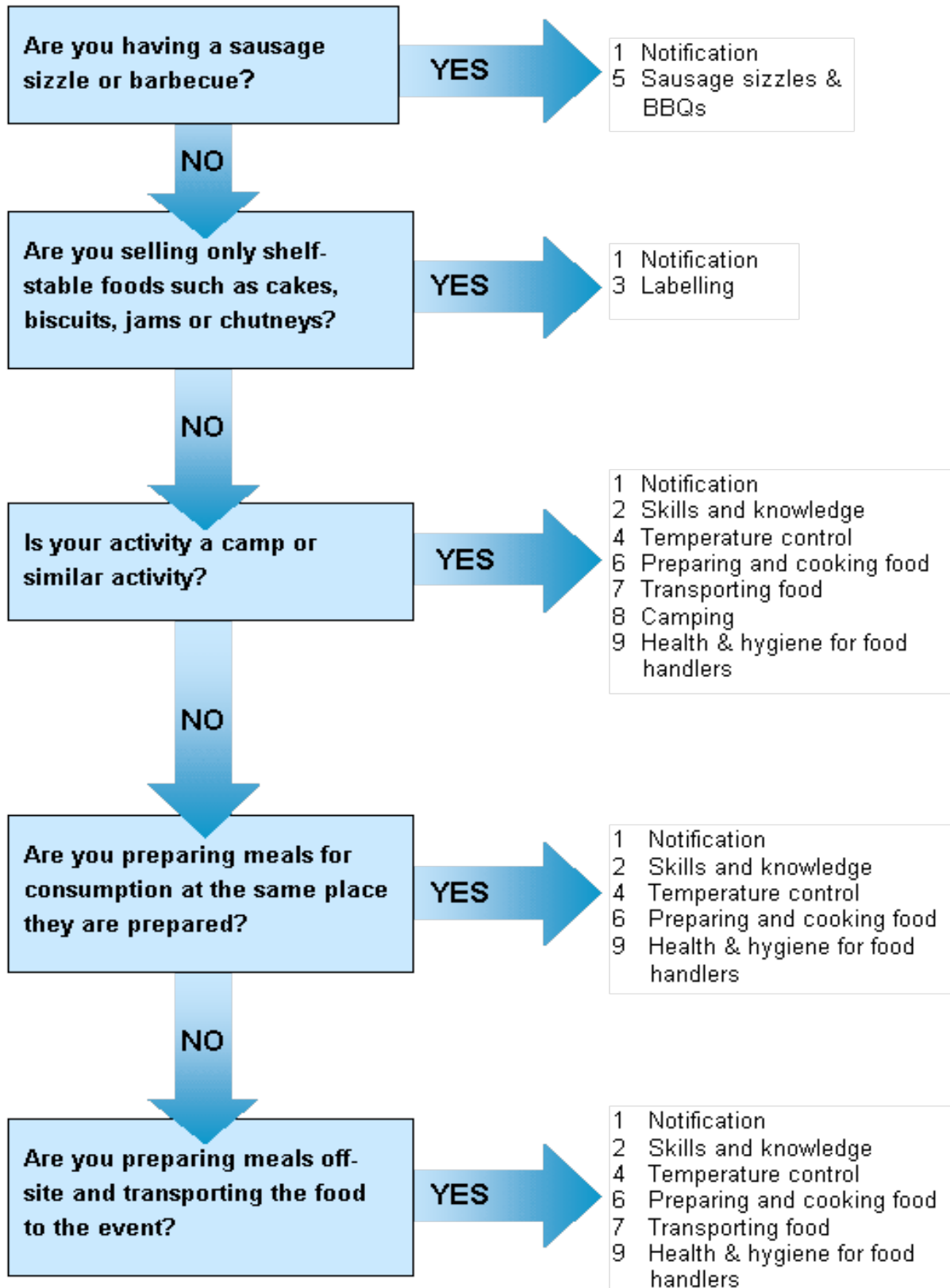
Where worksites are having an event, it is important to check with you local council on what their requirements are regarding food safety management.

Where donated goods / food is to be sold at your event, it is important to keep a register of where the food was procedure and the ingredient list. The [Donated Foods / Supplier Register \(021F\)](#) can be used.

To assist with the requirements of your particular event, refer to the 'Decision Tree' flowchart below (source: Food Standards Australia):



Decision Tree





All worksites must retain a [Donated Foods / Supplier Register \(021F\)](#) for all foods provided / sold.

5.8. Training

Food handlers are not required to have formal training qualifications in food safety, but they must have and demonstrate their food safety and hygiene skills and knowledge. There are many ways to train staff and businesses can choose the approach that best suits their needs.

Links to many useful posters, fact sheets and training resources are available at [Food business resources](#).

SA Health in partnership with Victoria's Department of Health and Human Services and the Queensland Government offer a free online food safety learning program [DoFoodSafely](#). This training program is available in multiple languages and is designed to educate food handlers and business owners on how to safely handle food safely, in line with current legislative requirements. For more information, visit the [DoFoodSafely](#) website.

5.9. Records

Documents used to manage events as prescribed by this procedure will be produced in a format that allows tracking for verification and review and be in accordance with requirements detailed in [Document Control Procedure \(22\)](#).

5.10. Review

This procedure will be subject to a planned review by the document owner in accordance with the requirements outline in [Document Control Procedure \(22\)](#).

Other methods for reviewing and evaluating the performance of this procedure will include:

- audit activity;
- investigations;
- performance reports.

6. RELATED SYSTEM DOCUMENTS

6.1. Policies & Procedures

Contractor Management (5)

Incident Reporting & Investigation (2)

Hazard Management Procedure (14)

Responsibility, Authority & Accountability Procedure (12)

Volunteer Management (21)

6.2. Forms & Tools

Donated Food / Supplier Register (021F)

Event Debrief and Evaluation Form (027F)



Event Emergency Management Plan (016T)

Event Planning Checklist (052F)

Post Event Evaluation Survey (055F)

7. REFERENCES

Legislation and other requirements related to this procedure are defined in [Group Legal Register \(010T\)](#) which can be accessed via the Catholic Safety & Injury Management Website.

7.1. Internal References

Responsibility, Authority & Accountability Matrix – Managers & Supervisors (023G)

Responsibility, Authority & Accountability Matrix – Officers (024G)

Responsibility, Authority & Accountability Matrix – Workers (025G)

7.2. External Resources

[Legal Issues to Consider when Holding Events in SA](#)

8. AUDITABLE OUTPUTS

The following examples of records will be used to verify implementation of this procedure:

- Risk Assessments
- Event Planning Checklists / Plan
- Induction records
- Sign in / out sheets.



9. VERSION CONTROL & CHANGE HISTORY

Version	Approved by	Approved Date	Reason for Development of Review	Next Review Date
V1	Executive Manager CSHWSA	27/10/2021	Procedure required	2024
V1.1	Director CSaIM	23/07/2024	Renumbered from 31 to 30 procedures renumbered	2024

Approved for Publication:

DNation

Date: 23 July 2024

Debbie Nation