



## **Venue Safety & Event Management Guidelines**

Aligned to QFCC Standards 8 & 9 – Safe Physical and Online Environments / Continuous Improvement

Policy Owner: General Manager

Approved by: Board of Directors

Next Review: December 2026

### **1. Purpose**

- This guideline provides a framework for ensuring that all North Gold Coast Seahawks Basketball (NGCS) venues and events are safe, compliant, and well managed.
- It establishes consistent procedures for identifying hazards, managing risks, and ensuring the wellbeing of all participants, staff, volunteers, and visitors.

### **2. Scope**

This guideline applies to all NGCS-operated venues (including Coomera Indoor Sports Centre, RUNAWAY BAY indoor Stadium and all training venues) and any events, programs, or competitions managed or sanctioned by NGCS, including those held at external or third-party venues.

### **3. Principles**

- NGCS is committed to providing a safe environment for all members and visitors.
- Safety responsibilities are shared between management, staff, volunteers, and contractors.
- Continuous improvement is achieved through regular inspections, reviews, and feedback.
- Venue safety includes both physical safety and child protection considerations.
- Compliance with Queensland Workplace Health and Safety (WHS) and Child Safe Standards is mandatory.

## **4. Responsibilities**

**\*\*General Manager\*\***: Oversees safety management and ensures compliance with WHS and child safety legislation.

**\*\*Operations Manager\*\***: Conducts regular inspections, maintains records, and ensures corrective actions are implemented.

**\*\*Venue Manager\*\***: Responsible for event-specific risk assessments, inductions, and supervision.

**\*\*Coaches and Team Managers\*\***: Identify and report hazards during training and competition.

**\*\*All Staff and Volunteers\*\***: Comply with safety procedures and report risks immediately.

## **5. Venue Inspection and Maintenance**

- Pre-event and routine inspections must be completed using the NGCS Venue Safety Checklist.
- Inspections cover court surfaces, lighting, exits, first aid kits, emergency signage, and spectator areas.
- Maintenance issues must be logged with the Operations Manager within 24 hours.
- Fire exits and access ways must always remain clear.
- Contractors conducting work on-site must provide appropriate insurance and safety documentation.

## **6. Emergency Management**

- Each NGCS venue must have an up-to-date Emergency Evacuation Plan displayed prominently.  
Staff and volunteers must be trained in evacuation procedures and understand their roles in emergencies.

- At least one first-aid-trained person must be present at all NGCS events.

## **7. Third-Party and Hired Venues**

- When NGCS uses external venues (e.g., schools, community centres), the venue operator retains primary responsibility for building safety and emergency procedures.
- NGCS remains responsible for child safety, supervision, and risk management within its programs
- A venue risk assessment must be completed before each new venue is used.
- NGCS will request copies of the venue's emergency plan and, where applicable, insurance certificates.
- Any identified risks must be documented, and mitigation strategies developed before use.

## **8. Event Management Procedures**

### Pre-event:

- Complete an Event Risk Assessment and ensure all safety controls are in place.
- Conduct a staff and volunteer briefing covering emergency procedures and child safety responsibilities.
- Ensure first aid, communication, and security arrangements are ready.

### During the event:

- Monitor crowd behaviour and report incidents immediately.
- Maintain supervision of children in all event areas.
- Keep first aid and emergency contacts accessible.

### Post-event:

- Review incidents and near misses.
- Document feedback from staff and volunteers.
- Implement improvements for future events.

## **9. Venue Safety Inspection Checklist**

This checklist should be completed before any event, training session, or competition:

- Emergency exits are clearly marked and unobstructed.

- First aid kit is available and stocked.
- Fire extinguishers and alarms are in place and accessible.
- Lighting and ventilation are adequate in all areas.
- Playing surfaces are clean, dry, and free of hazards.
- Spectator areas and seating are safe and stable.
- Change rooms and bathrooms are supervised and child-safe.
- Signage for evacuation and safety procedures is visible.
- Electrical equipment and cords are secure and compliant.
- Venue staff and volunteers briefed on emergency procedures.
- Incident report forms are available at the venue desk or office.

## **10. Related Documents**

- Child Safe Policy
- Risk Management Strategy for Children & Young People
- Change-room & Supervision Procedure
- Complaints, Reporting and Responding Procedure
- Travel & Transport Policy

## **11. References**

- Work Health and Safety Act 2011 (Qld)
- Child Safe Organisations Act 2024 (Qld)
- Building Fire Safety Regulation 2008 (Qld)
- Australian Childhood Foundation Safeguarding Children Accreditation Framework
- QFCC Child Safe Standards (2024)

### **Document Control and Version History**

Version	Date Approved	Approved By	Policy Owner	Next Review Date	Summary of Changes
1.0	December 2025	Board of Directors	GM	December 2026	Initial issue