

# Event Manual



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## Welcome

Thank you for choosing to hold your event at Melbourne Showgrounds, Melbourne's largest and most versatile indoor/ outdoor exhibition, trade show and event venue.

Melbourne Showgrounds is managed by the Royal Agricultural Society of Victoria (RASV) and the friendly and experienced team responsible for delivering events at the venue are committed to working with you to maximise the success of your event.

To assist in this regard, you are encouraged to read the information outlined in this Event Manual. The Event Manual provides you with details about Melbourne Showgrounds, the facilities and services that are available to you, along with key contacts.

As the Event Organiser, it is your responsibility to ensure that the requirements set out in the Event Manual are observed and performed by yourself, all exhibitors, contractors, sub-contractors, associates and their agents.

For more detailed information regarding Melbourne Showgrounds, including operational procedures, please contact your Event Manager on (03) 9281 7444.

Kind regards,



Paul Guerra  
**Chief Executive Officer**

### **Note:**

*Melbourne Showgrounds reserves the right to alter the provisions stated in this Event Manual due to any relevant acts, regulations, Australian Standards being amended or building permits issued under relevant legislation of building notices or infringement notices served on or within the building.*

## GENERAL INFORMATION

### Melbourne Showgrounds

Epsom Road  
Ascot Vale, VIC 3032  
Enter via gate 5 Langs Road

Telephone: (03) 9281 7444  
Fax: (03) 9281 7581  
Email: [info@melbourneshowgrounds.com](mailto:info@melbourneshowgrounds.com)  
Website: [www.melbourneshowgrounds.com](http://www.melbourneshowgrounds.com)

### Venue Security (24 hours)

Telephone: (03) 9372 2744

## Key Contacts

### Business Relationships & Development Manager

Geordie Thoms  
Telephone: (03) 9281 7463  
Mobile: 0417 567 607  
Email: [geordie@melbourneshowgrounds.com](mailto:geordie@melbourneshowgrounds.com)

### Business Development Manager

Stephanie Lalor  
Telephone: (03) 9281 7428  
Mobile: 0481 769 738  
Email: [stephanie@melbourneshowgrounds.com](mailto:stephanie@melbourneshowgrounds.com)

### Client Services & Event Manager

Nicole Von Pein  
Telephone: (03) 9281 7460  
Mobile: 0407 682 746  
Email: [nicole@melbourneshowgrounds.com](mailto:nicole@melbourneshowgrounds.com)

### Event Manager

Brooke Doherty  
Telephone: (03) 9281 7417  
Mobile: 0447 718 774  
Email: [brooke@melbourneshowgrounds.com](mailto:brooke@melbourneshowgrounds.com)

### Occupational, Health and Safety

Glenn Smith  
Telephone: (03) 9281 7405  
Mobile: 0436 646 652  
Email: [glenn.smith@rasv.com.au](mailto:glenn.smith@rasv.com.au)

## Public Transport

Melbourne Showgrounds is just 7km from Melbourne CBD, 15 minutes from Melbourne Airport and is easily accessible by public transport or car.

Any events affecting public transport need to submit an Event Notification Form (Form 2) to Public Transport Victoria as per Victorian legislation. For more information visit the Public Transport Victoria website [here](#).

### Bus

Route 472 bus (Williamstown to Moonee Ponds) stops at Charles Street/ Epsom Road, Ascot Vale or if traveling route 472 towards Williamstown, stop at Union Road/ Francis Street, Ascot Vale. Route 404 Bus (Footscray to Moonee Ponds) stops at the corner of Epsom and Ascot Vale Roads.

### Tram

Take route 57 tram (West Maribyrnong to Elizabeth Street, City) and get off at stop 33 (Melbourne Showgrounds/ Epsom Road). This stop provides access to the main entrance (Gate 1) of Melbourne Showgrounds.

### Train

Trains run to Melbourne Showgrounds for selected events only. Special train services can be requested through Public Transport Victoria (Special Events). Your Melbourne Showgrounds Event Manager can assist you with this process.

A map of Melbourne Showgrounds is included in the back of this Event Manual for ease of use.

## Car Parking

Melbourne Showgrounds has a range of parking options available for staff, exhibitors and the general public. The daily rate for parking at your event will be as agreed within the Venue Hire Agreement. Exhibitors will be charged parking on event days, unless prior arrangements are made. Please discuss any requirements for VIP access or designated parking areas with the Melbourne Showgrounds Event Manager to ensure appropriate procedures and personnel are in place.

## Smokefree venue

As part of an ongoing commitment to providing a safe and healthy environment for staff and event patrons, Melbourne Showgrounds is a smokefree venue. The smokefree policy applies to all indoor and outdoor areas onsite at all times including during event bump-in and bump-out, with all persons requested to leave the venue through the allocated gates should they wish to smoke. Those found persistently breaching the policy, may face disciplinary action.

## Accommodation

There are a number of accommodation options close to Melbourne Showgrounds, please ask your Event Manager for details and any available deals for our venue clients.

## PLANNING YOUR EVENT

### Contractor Management System

The Victorian Occupational Health & Safety Act 2004 holds The Royal Agricultural Society of Victoria (RASV) to a duty of care, requiring all event organisers, (& *where applicable their contractors, subcontractors, commercial exhibitors, caterers and other persons intending to engage in work practices within venue precincts*) to register with their Contractor Management System (CMS).

It is mandatory for all event organisers to complete the Contractor Registration process before they or any other persons under their duty of care commence any work at Melbourne Showgrounds.

The CMS allows the RASV to verify compliance documents and grant access to the **Induction Portal** – where Organisers may issue induction passwords and manage their employee inductions

To register please contact the Melbourne Showgrounds OHS Manager – Glenn Smith ([glenn.smith@rasv.com.au](mailto:glenn.smith@rasv.com.au)) and provide the following:

- Company name
- Nominated contact person
- Contact number
- Contact email address

### Venue Safety Induction

All personnel, including event organisers, staff, contractors, sub-contractors, sponsors, volunteers, traders and exhibitors must complete an online safety induction and pass an assessment prior to entering Melbourne Showgrounds.

An individual password is required to complete the induction. Passwords are granted by the Event Organiser to their workers via the **Induction Portal** that is granted upon successful registration with the CMS.

Event Exhibitors need not register with the CMS – a separate hyperlink is available to them to undertake the induction. Please contact your Venue Event Manager for further details.

It is a condition of entry for all personnel to carry their printed and signed induction card whilst onsite at all times. ***Please ensure all your staff understand this requirement to avoid delays accessing the site to perform duties/ works.***

### Technical Assistance

If you require any technical assistance, please contact the Melbourne Showground OHS Manager, Glenn Smith ([glenn.smith@rasv.com.au](mailto:glenn.smith@rasv.com.au))

## Catering

Melbourne Showgrounds has the sole catering rights to all food and beverage products.

Melbourne Showgrounds will work with you to ensure the appropriate catering service is delivered for your event. Hirers are not authorised to engage caterers directly. Melbourne Showgrounds has a wide range of catering options available to suit all event styles.

## Food & Beverage Sampling

The “Food Act 1984” and the “Liquor Control Reform Act 1998” apply to all events held at Melbourne Showgrounds.

No exhibitor shall distribute, sell or give away any item of food or drink to visitors without the prior, written approval of Melbourne Showgrounds (MS). Generally, MS will not object to the distribution by exhibitors of food items, used as a means of demonstrating any product manufactured or supplied by the exhibitor, forming part of an exhibition. However, the sale of such products is not permitted.

Please submit all applications for sampling to [info@melbourneshowgrounds.com](mailto:info@melbourneshowgrounds.com) detailing the item/s, quantities, and relation to the core business.

### Food Safety and Sampling

- Any exhibitor wishing to supply food samples must be registered on Streatrader. Create a Business Victoria account and lodge your details: <https://streatrader.health.vic.gov.au>
- The Victorian State Government food and liquor regulations require stands handling and serving food or beverage to have washing facilities on their exhibition stand. The basin must be accessible at all times, be equipped with soap and paper towels, and a bin provided for disposal of used paper towels
- If preparing food samples onsite you need to provide facilities to clean and sanitise food utensils and equipment like cutting boards etc. and for the disposal of waste water
- Food should be served to customers by a member of your staff and disposable gloves, tongs and utensils used to minimise direct handling of food.
- Protective barriers must be provided to minimise the likelihood of contamination by customers and ensure that any food on display is effectively supervised
- Tastings are to be served on clean plates with single serve toothpicks already in the individual food pieces
- Only display small amounts of food. Never allow customers to “double dip” or to touch food with their hands.
- High risk foods must be chilled, keep quantities to a minimum and throw out food that has been out of refrigeration for more than 4 hours.
- Samples must be given away free of cost; Sample portions must be of a tasting style and size only, no larger than 50ml for beverages;
- Such samples must be items that registered exhibitors wholesale in the normal conduct of their business or are produced by equipment used in the normal conduct of their business;

### Alcoholic and Non-Alcoholic Beverage Tastings

- All sites intending to sample liquor (including wines, beer, aperitifs and liquors), must obtain a Limited Liquor Licence for the duration of the event. Visit the Victorian Commission for Gambling and Liquor Regulation (VCGLR) website at [www.vcglr.vic.gov.au](http://www.vcglr.vic.gov.au) to apply. Late applications may not be accepted by the VCGLR.
- Possession of alcohol outside a licensed area is not permitted;
- Any member of staff distributing liquor for sampling must have completed a “Responsible Service of Alcohol” qualification and monitor how many samples they distribute to the same individual;
- Single-use (disposable) cups/glasses should be used and thrown away after use, they should be stored upside down and covered until required and be handled carefully to minimise the risk of contamination

### Cleaning

The Event Organiser is responsible for all cleaning (including the removal of accumulated rubbish) of the hired venue during the event, and ensuring the venue is cleaned prior to hand-back.

Showcleaners Australia is the preferred supplier for cleaning and are based on site. Please contact your Event Manager to request a quote.

**Please note:** Should another cleaning supplier be used for your event, all hired buildings/ areas must comply with a determined level of performance and be returned to Melbourne Showgrounds in the same condition as pre-occupation, free from any additional damage or cleaning requirements.

Any additional cleaning required to reinstate buildings to original condition will be on-charged to the Event Organiser.

### First Aid

Melbourne Showgrounds requires the Event Organiser to engage the services of an approved First Aid supplier or have a nominated trained first aid person/s available to respond to any medical incidents for all operational days. Should the Event Organiser not engage the services of an approved First Aid supplier, then Melbourne Showgrounds will do so at the prevailing rates and on charge the costs.

Requests for an Ambulance are to be communicated to Melbourne Showgrounds Security Control on 9372 2744. Details of the patient, location and a contact will be required.

First Aid/Medical providers & the Event Organiser are required to provide all equipment necessary to fulfil the role and allocate a suitable location for the provision of service.



## Security

Melbourne Showgrounds will manage all access to the site via perimeter gates including temporary emergency exit gates. Temporary emergency exit gates for an outdoor exhibition may be managed by event security. A plan referencing how this will be managed is to be provided two (2) weeks prior to commencement of the license period.

The Event Organiser is responsible for the provision of event security services including all costs unless otherwise agreed. The Event Organiser must provide for approval at least four (4) weeks prior to the commencement of the license period copies of their security providers Master License, Public & Property Liability Insurance Certificate of Currency, and Worker's Compensation Certificate of Currency.

## Plumbing

Connections to Melbourne Showgrounds plumbing and waste infrastructure must be performed by the venues nominated licensed contractor.

All plumbing, gas fitting and associated works must be carried out by an appropriately licensed contractor and approved by Melbourne Showgrounds. An inspection by the venues nominated contractor may be required at the cost of the Event Organiser. The contractor must also register with the CMS.

## Electrical

Connections to Melbourne Showgrounds electrical infrastructure (other than plugging leads/appliances into permanent outlets) must be performed by the venues nominated licensed contractor.

All electrical works must be carried out by an appropriately licensed contractor and approved by Melbourne Showgrounds. An inspection by the venues nominated contractor may be required at the cost of the Event Organiser. The contractor must also register with the CMS.

## Rigging

Any rigging at Melbourne Showgrounds must be performed by an approved rigging company and comply with the *Victorian OHS Regulations 2007*.

All applications for rigging are to be signed off by a Melbourne Showgrounds appointed structural engineer at the cost of the Event Organiser. Not all buildings have the ability for internal or external rigging so please speak to the your Event Manager prior to arranging any rigging.

## Noise Emissions

Melbourne Showgrounds is located within a residential area and is under strict noise regulations. Venue access restrictions outside of 7:00am – 7:00pm also apply. Please ensure your Event Manager is aware of any access required outside of these hours.

Any request for music or significant amplified noise must be made in writing to your Event Manager.

## Traffic Management

Where changed external traffic conditions are necessary for an event, or significant impact upon public transport is anticipated, it is a requirement for the Event Organiser to create a Traffic Management Plan (TMP).

It is the responsibility of the Event Organiser to provide a detailed outline of any special requirements for their event that may require a TMP to be planned.

MS shall assist in the development the plan in consultation with the Organiser & recommend an authorised Traffic Control Company. Once the TMP has been drafted it will be sent to City of Melbourne and Vic Roads for approval.

A Memorandum of Authorisation (M.O.A.) may also be required by VicRoads to approve the TMP. As per the Venue Hire Agreement, the cost for traffic management plans shall be borne by the client. A cost estimate for Traffic Management can be provided by MS.

The Venue Events Manager will work with you to determine the most appropriate entry and egress points for your event. If a traffic and management plan is required, it must comply with Australian Standard 1742.3-2009 *“Manual of uniform traffic control devices”* and detail road closures, public transport impacts, highlight all traffic infrastructure including barricades, road signs and variable message signs.

## Building / Smoke Isolations

Fire alarm/smoke detectors need to be isolated in situations such as when cooking indoors, smoke machines or pyrotechnics are in use and in certain circumstances of vehicles accessing Buildings. Event Organisers will need to provide a detailed SWMS /Risk Assessment of all intended activities 48hrs prior to smoke detector isolation.

During all smoke detector isolations, a Fire Warden must be in attendance within the isolated area. The Organiser may arrange a suitably qualified person to fulfil this role. These qualifications must be presented to the venue for due diligence.

Alternately the venue can assist in the provision of a suitably qualified Fire Warden. The cost for a Fire Warden must be paid for by the exhibitor (minimum of four hours).

## Public Address System

Melbourne Showgrounds buildings and precincts are supported by a public address system. This system can be controlled individually per building or linked to cover a number of halls. Melbourne Showgrounds will make this system available, inclusive of a standard microphone available to the Event Organiser.

## Furniture and Equipment Hire

Melbourne Showgrounds has a range of indoor/ outdoor furniture and equipment for hire.

Furniture should be arranged at least one week prior to your event. Contact the Venue Event Manager to discuss requirements, availability and charges.

## Telecommunication and IT Services

Melbourne Showgrounds has over 180 Wireless Access points and the capability of delivering up to 1Gbps network speeds to pavilions over our pavilion fibre connections. Melbourne Showgrounds also has over 150 CCTV cameras positioned throughout the grounds to ensure patron safety and security. Whatever your IT needs we're confident we can provide a great experience.

### Free WiFi

The Melbourne Showground has 180 WiFi Access Points providing 1 hour free WiFi with a maximum bandwidth of 1mb/s. This service is great to offer for casual patron usage.

Individual users are required to subscribe (free of charge) to the service via a login page agreeing to a set of terms and conditions. Terms and conditions are available from the MS wireless portal.

High Speed Wireless internet is also available and can be purchased onsite with a valid credit card.

## Preferred Suppliers

Melbourne Showgrounds has a number of preferred suppliers in the areas of cleaning, equipment, security, marketing, amusement rides and first aid. Please contact your Event Manager for more details.

## Advertising and Promotion of Event

Event Organisers may use the Melbourne Showgrounds logo for event marketing, subject to approval from the Event Manager.

As the Event Organiser, you are required to:

1. Refer to the venue as Melbourne Showgrounds (not Showgrounds, Royal Melbourne Showgrounds, The Melbourne Showgrounds) in all event marketing and communication.
2. Supply the Event Manager with a copy of marketing and communication material where the venue is mentioned, for approval prior to production and distribution in the market place.

Melbourne Showgrounds offers a number of promotional opportunities including website listing, social media features, local area letter-box drops and newspaper advertising. Should you have interest in these promotional opportunities please contact your Event Manager.

## Exhibits Requiring Approval

Please refer to the following conditions for items being displayed while at Melbourne Showgrounds:

### Animals

- Domestic animals, excluding guide dogs, are not permitted onsite except as a pre-approved exhibit, activity or performance
- All permitted animals within the licensed area must be on a leash or in an enclosed pen under the control of a handler at all times
- All approved animal exhibits, activities or performances must comply with the Victorian Prevention of Cruelty to Animals Act 1986 and Victorian Prevention of Cruelty to Animals Regulations 2008

### Amusement Rides and Devices

- No mechanical or inflatable amusement rides or devices are to be used in an event without approval. If you intend to use such amusement equipment, approval must be sought in writing no less than 21 days prior to an event.

### Cooking within Buildings

- The cooking of food on stands is possible, however prior approval must be obtained from Melbourne Showgrounds.
- Fire Alarm/smoke detectors will need to be isolated and the cost for a Fire Warden must be paid for by the Event organiser.
- All current food regulations must be adhered to – including handwash facilities, and City of Melbourne Food safety approvals.
- A 2.3kg dry powder fire extinguisher compulsory.
- No naked flame or coal BBQ's are permitted to be operated within venue buildings.
- All LPGas appliances must be compliant with the EnergySafe Victoria - *Code of Practice for the Safe Use of LPGas at Public Events in Victoria*
- No gas is permitted to be stored in venue buildings overnight and must be removed to secure storage and reconnected the next day.
- No butane – cartridge type camping stoves are permitted for use onsite.

### Water/ Fire/ Moving Equipment

- Displays involving moving equipment, fire or heat, machinery and water likely to injure a member of the public, must be separated from the public by a physical barrier and be attended at all times
- Risk analysis and injury mitigating measures are to be provided
- Displays using water must gain approval
- Adequate provision must also be made to protect flooring and prevent any water leakage
- Exhibitors will not store or display any item in aisle ways and all parts of the exhibit must be kept within the allocated area

### **Products for Sale**

- All products sold from exhibition stands at Melbourne Showgrounds must comply with the Australian Competition & Consumer Commission (ACCC), definitions and guidelines as defined by the “Competition & Consumer Act 2010”.

### **Weapons**

- Any requests to include weapons as part of a display must be submitted in writing to the your Event Manager for approval.

### **Offensive or Explicit Material**

- It is your responsibility as the Event Organiser to ensure the Venue Event Manager is informed of any potentially offensive or explicit display material or activity.

## ON SITE AT MELBOURNE SHOWGROUNDS

### Driving Onsite

The speed limit onsite is confined to 10km/h (walking pace) at all times. Please beware of pedestrians and other vehicles whilst onsite. Hazard lights must also be on while driving.

### Building hand-over

Melbourne Showgrounds will schedule an inspection of the hired venue/s on the first day of the License term to verify the condition of the venue and confirm all services have been delivered. Once this is complete, the building will be handed over to you for the duration of the License period.

### How to Avoid Damages

Most damages that occur at Melbourne Showgrounds can be avoided through good management of exhibitors, staff and contractors. The following are commonly found issues;

- Surface damage due to fixing items to building walls, pillars and/ or ceilings
- Oil spills from forklifts, generators and or vehicles
- Trucks/ EWP hitting building beams or gates
- Forklifts and pallet jacks trying to fit through doorways
- Unprotected floor and grass surfaces
- Speed causing crash and or injury
- Unnecessary driving on grass areas

We recommend you familiarise your staff and contractors with the above common issues prior to arriving on site.

### Event Sign-off

During event set-up, Melbourne Showgrounds will conduct a pre-opening safety check and may issue you with a list of areas requiring rectification to ensure the event meets venue and OH&S regulations.

As the Event Organiser you are required to adhere to these requests prior to event opening. Melbourne Showgrounds staff will endeavour to assist where possible.

Once completed, Melbourne Showgrounds will notify you that the event complies with the Melbourne Showgrounds Licence Agreement, required OH&S documentation and submitted safety plan and is approved to open.

## Deliveries

Deliveries may only be made to the venue during the scheduled bump-in times for your event.

Deliveries should be addressed to:

Melbourne Showgrounds

Event Name: .....

Epsom Road (enter via gate 5 Langs Road or as discussed with Venue Event Manager)

Ascot Vale, VIC 3032

Please ensure each item dispatched to Melbourne Showgrounds has been labelled with the following details:

- Company name and stand number
- Contact person and contact number
- Name of exhibition/ event

**Please Note:** Melbourne Showgrounds staff are not authorised to sign for delivery of any goods, packages or other materials on behalf of any exhibitor.

Delivery drivers and couriers must comply with all posted or verbally enforced speed restrictions and directives of Melbourne Showgrounds staff, contractors or appointed representatives.

## Plant Equipment and Vehicles

All mobile plant equipment must have white or non-marking tyres and a spotter to operate within the confines of RASV buildings; no forklifts or EWP with black tyres will be allowed within the buildings.

All plant equipment and vehicles operating within Melbourne Showgrounds must be registered with a registration plate affixed or an unregistered vehicle permit, have working indicators and headlights where fitted and have third party insurance cover.

If seatbelts are fitted, the operator must wear them whilst the plant is in operation. All operators must carry with them their current motor vehicle and forklift licences along with EWP Permits and Victoria WorkSafe "Licence to Perform High Risk Work" cards (and interstate equivalents), if applicable.

Melbourne Showgrounds staff will undertake checks of compliance with these requirements during the licensing period.

All forklifts and EWP operators must wear a class D safety vest (during daylight operations) or a class DN retro reflective safety vest (during night time/ low-visibility operations) at all times whilst operating the forklift or EWP, as must the persons within the area of operation.

## Vehicles in Buildings

Drivers of vehicles that wish to enter buildings must gain permission from Melbourne Showgrounds. Some buildings have floor load limits that restrict vehicle access.

All vehicles within buildings must turn on hazard lights, travel at walking pace, be accompanied by a spotter and limit dry turns.

To reduce fumes within buildings, drivers should limit the amount of time vehicles are left to idle.

Any vehicles or trailers which remain inside buildings during an event must have a drip tray under the motor, mats under the tyres, a full fuel tank, have the battery disconnected and two, 2.5kg type AB Dry powder extinguishers posted.

## Storage

Storage should be arranged within your hired venue. Arrangements for onsite storage facilities outside of your hired venue must be made through the Venue Event Manager. Storage facilities are limited.

Melbourne Showgrounds does not accept responsibility for any loss, theft or damage to any goods or property onsite during the license period.

## Unclaimed Goods

Melbourne Showgrounds will not accept responsibility for any goods left on the premises after the license period. All items left after the completion of the license period will be treated as rubbish and disposed of accordingly, unless arrangements have been made through the Venue Event Manager.



## COMPLETION OF EVENT

### Building hand-back

A final inspection will be scheduled at the conclusion of the Licence term to ensure the building has been returned in its original condition.

### Damage

If you are unavailable for hand-back, any damage incurred during the event will be invoiced directly.

An appraisal of any damage done during an event will be contained in a written report and photographs where possible, will be provided.

## FORMS AND TEMPLATES

The following forms and templates can be provided for your ease of use. Forms can also be found on the Melbourne Showgrounds website [here](#).

Should you have any queries on an information listed in this Event Manual, please contact the Venue Event Manager on (03) 9281 7444.

- [Catering Account Credit Card Authority Form](#)
- [Phone Services Application Form](#)
- [Wireless Internet](#)
- [Wireless Internet Pre-Purchase Order Form](#)
- [Wired Internet Application Form](#)
- [Venue Map](#)
- [JSA Template](#)
- [WorkSafe Victoria Safe Work Method Statement \(SWMS\) Template](#)
- [HRIA Guides to Pegging & Weighting of Structures](#)
- [ESV Code of Practice for Safe use of LPGas at Public Events in Victoria](#)
- [City of Melbourne P.O.P.E Application Guide](#)