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Crowd Management Plan

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Table of Contents

Purpose and Scope 4
Objectives 4
Legislative and Standards Framework 4
Definitions 5
Roles and Responsibilities 5
Officers (Directors, Senior Managers) 5
Managers and Supervisors 6
Crowd Controllers, Security Officers and Event 6
Other Duty Holders (Venue Owners, Event Organisers, Contractors) 6
Consultation, Communication and Training 7
Worker Consultation 7
Training and Competency 7
Communication Systems 7
Risk Management Approach 8
Typical Crowd-Related Hazards 8
Risk Assessment Template 8
Venue and Event Planning 9
Site Assessment and Layout 9
Capacity Management 9
Event Programming and Scheduling 9
Entry and Exit Management 10
Entry Controls 10
Exit and Egress 10
Queuing and Crowd Flow 10
Queue Design and Management 10
Internal Crowd Flow 11
Barriers, Fencing and Physical Controls 11
Selection and Installation 11
Inspection and Maintenance 12
Monitoring Crowd Behaviour and Density 12

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Observation and Patrols 12
Crowd Density Assessment 12
Managing High-Risk Crowd Behaviour 13
Prevention Strategies 13
De-escalation and Conflict Management 13
Physical Intervention and Ejections 13
Alcohol and Drug-Related Risks 14
Special Populations and Vulnerable Persons 14
Emergency Management and Evacuation 14
Integration with Emergency Plans 14
Evacuation Procedures 14
Post-Incident Management 15
Incident Reporting, Investigation and Learning 15
Reporting Requirements 15
Investigation and Corrective Actions 15
Personal Protective Equipment (PPE) 16
Documentation, Records and Review 16
Records 16
Review of the Crowd Management Plan 16
Implementation Checklists 16
Pre-Event / Pre-Shift Crowd Management Checklist 16
During Event / Operational Checklist 17
Post-Event / Post-Shift Checklist 17
Appendices 18
Appendix A – Example Event-Specific Crowd Management Plan Template 18
Appendix B – Emergency Contact and Communication Sheet Template 18

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Purpose and Scope

This Crowd Management Plan sets out the systems, procedures and controls that [Company Name] will use to plan, manage and review crowds at venues and events. It is designed to minimise the risk of injury, illness, property damage and disruption arising from crowd behaviour and movement.

This document applies to:

- All permanent and temporary venues where [Company Name] provides security services, crowd control, ushering or event management.
- All hospitality and events operations including bars, clubs, hotels, function centres, festivals, concerts, sporting events and community events.
- All workers, including employees, labour-hire personnel, contractors, subcontractors, volunteers and students under the management or influence of [Company Name].

The Crowd Management Plan should be read in conjunction with [Company Name]'s broader Work Health and Safety (WHS) Management System, emergency management procedures, security plans, alcohol management plans and any site-specific safe work procedures.

Objectives

The objectives of this Crowd Management Plan are to:

- Provide a structured approach to identifying, assessing and controlling crowd-related risks.
- Support compliance with WHS legislation, security licensing requirements and relevant Australian Standards.
- Protect workers, patrons, contractors and members of the public from foreseeable harm arising from crowd movement and behaviour.
- Ensure safe capacity management, entry and exit, queuing, circulation and emergency egress.
- Define clear roles, responsibilities and communication pathways for crowd management activities.
- Support effective planning for events, including consultation with key stakeholders such as venue management, event organisers, emergency services and local authorities.
- Provide practical tools (checklists, templates and procedures) to assist supervisors and workers in implementing safe crowd management practices.

Legislative and Standards Framework

[Company Name] will manage crowd-related risks in line with relevant legislation, Codes of Practice and standards, including (as applicable):

- Work Health and Safety Act and Regulations in the relevant State or Territory.

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- Security industry and crowd controller licensing legislation.
- Liquor licensing legislation and associated guidelines.
- Local council event permits and conditions.
- Applicable Australian Standards and guidance material related to crowd safety, event management, fire safety and emergency planning.

Where there is any inconsistency between this plan and legal requirements, the legal requirements take precedence. This plan will be reviewed and updated when legislative changes or new guidance material may affect crowd management practices.

Definitions

For the purposes of this Crowd Management Plan:

- **Crowd** – A gathering of people in a defined area where the density, behaviour or movement of people has the potential to create WHS risk.
- **Crowd controller / security officer** – A licensed person engaged to monitor, direct, or control the behaviour and movement of people for safety and security purposes.
- **Patron** – A member of the public or invited guest attending an event or venue.
- **Event organiser** – The person or entity with overall responsibility for planning and delivering an event.
- **Reasonably practicable** – That which is reasonably able to be done to ensure health and safety, taking into account and weighing up relevant matters such as likelihood, degree of harm, what is known about the hazard, and availability and suitability of controls.
- **Capacity** – The maximum number of people permitted in a venue or area, determined by fire safety, building code, licensing and risk assessment.
- **Egress** – The safe movement of people away from an area, particularly during an emergency.
- **High-risk crowd behaviour** – Behaviour that increases the likelihood of injury, such as aggressive conduct, pushing, surging, moshing, crowd surfing or panic.

Roles and Responsibilities

Officers (Directors, Senior Managers)

Officers of [Company Name] must exercise due diligence to ensure that WHS obligations relating to crowd management are met. This includes:

- Ensuring appropriate resources and processes are available and used to implement this Crowd Management Plan.
- Verifying that risk assessments and crowd management strategies are completed for venues and events.

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- Ensuring effective consultation with workers and, where relevant, other duty holders (e.g. venue owners, event organisers, contractors).
- Supporting training, competence and licensing requirements for crowd controllers and security officers.

Managers and Supervisors

Managers and supervisors are responsible for day-to-day implementation of this plan, including:

- Planning crowd management arrangements for each venue or event.
- Ensuring pre-event risk assessments and briefings are completed.
- Allocating sufficient and competent staff to crowd management duties.
- Ensuring communication systems (radios, mobile phones, PA systems) are available and functioning.
- Monitoring conditions and crowd behaviour and adjusting controls as required.
- Ensuring incidents, near misses and hazards are reported, recorded and investigated.

Crowd Controllers, Security Officers and Event Staff

Workers involved in crowd management must:

- Comply with this Crowd Management Plan and any site-specific procedures.
- Hold and maintain any required licences or accreditations.
- Participate in pre-event briefings and debriefings.
- Actively monitor crowd behaviour, density and movement.
- Escalate concerns and report hazards or incidents to supervisors promptly.
- Use only approved techniques for managing conflict, refusals of entry, ejections and physical intervention.
- Cooperate with emergency services and follow emergency procedures.

Other Duty Holders (Venue Owners, Event Organisers, Contractors)

Where [Company Name] shares responsibilities with other duty holders, there must be consultation, cooperation and coordination to ensure risks are controlled. This includes:

- Sharing relevant information about hazards, capacities, emergency procedures and event programming.
- Agreeing on who will implement and supervise specific crowd management controls.
- Aligning communication protocols and emergency response processes.

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