



Community Management

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1. Application

As part of Parklands EH&S Management Manual and specific commitments under its EH&S Policy, all major event operators are required to comply with the requirements of this standard.

This standard documents certain actions, risk assessments, plans and/or processes required to be undertaken by event operators to successfully host an event at Parklands. This standard also documents certain roles and responsibilities covering event operators and Parklands management.

2. Standard Parameters

2.1 Community Manager

Events shall engage a suitably experienced Community Manager for a 4-week period leading up to the event, during the event and two weeks post the event. The Community Manager will:

- 2.1.1 Be the first point of contact for community enquiries and concerns;
- 2.1.2 Provide information to the immediate and wider community about events being staged at Parklands;
- 2.1.3 Listen, document, photograph (where appropriate) and inform management of community attitudes and concerns;
- 2.1.4 Compile and maintain an up to date Immediate Residents Register of names and contact details;
- 2.1.5 Monitor patron movements and behaviour in the community during event times;
- 2.1.6 Liaise with external security services within the immediate locality to help manage and report any potential for unauthorised persons to enter private property or the Billinudgel Nature Reserve;
- 2.1.7 Liaise with the litter response team for the duration of the event covering Jones Road, Tweed Valley Way, Wooyung Road, Yelgun Road, Yelgun Interchange, North Ocean Shores, South Golden Beach, New Brighton, Ocean Shores and Brunswick Heads Township;
- 2.1.8 Identify illegal camping and/or illegal parking within a 3 kilometre radius of the event site. Such identified activities shall be reported to the appropriate Byron Shire or Tweed Shire Council Rangers and records of such maintained;
- 2.1.9 Provide ongoing consultation with statutory authorities including but not limited to the NSW Police, National Parks and Wildlife Services, Byron Shire Council, Roads and Maritime Services and the Rural Fire Services through the Parklands Regulatory Working Group.

2.2 Complaint Management

- 2.2.1 On request the community manager shall responded to the complainant in person, where possible;
- 2.2.2 If visiting a complainant during the specified event period, the community manager may present a 'complaints form' to the complainant to formerly lodge their concern. The form is to be signed by the complainant and counter signed by the community manager. Should the same complaint be registered through the complaints hotline, only one complaint will be recorded refer Appendix 2);
- 2.2.3 In relation to noise, where complaints are received from a single complainant three (3) or more times and the noise levels are confirmed to be within the noise limits on each occasion, any further complaints received will be considered as repetitive complaints (per the requirements of the event's Acoustic Monitoring Program). Where repetitive complaints are received by the complaints hotline, further noise monitoring at the complainant's location will be at the discretion of the event manager.

3. Immediate Resident Ticket Allocation

3.1 Major Event Operators

Large events held at Parklands shall provide at their discretion complimentary tickets to residents listed below in recognition of their proximity to the venue:

- Immediate neighbours who share a common boundary with North Byron Parklands shall receive 8 x general admission event tickets per residence (i.e. council approved dwellings);
- Surrounding neighbours who reside in Yelgun Road, Billinudgel Road, Tweed Valley Way and Wooyung Road shall receive 4 x general admission event tickets per residence (i.e. council approved dwellings).

Tickets are not to be resold for cash by residents. Residents found to be selling their tickets will not be eligible for complimentary tickets at future events.

Refer to the Ticket Allocation Area map in Appendix: 1.

4. Abusive and Threatening Behaviour

Abusive and/or threatening behaviour by persons in the community via phone, email, or in person to the community manager, the hotline operators and the community litter response team will be documented, discussed with senior management and where deemed necessary, passed on to the relevant authority (i.e. NSW Police) for their action.

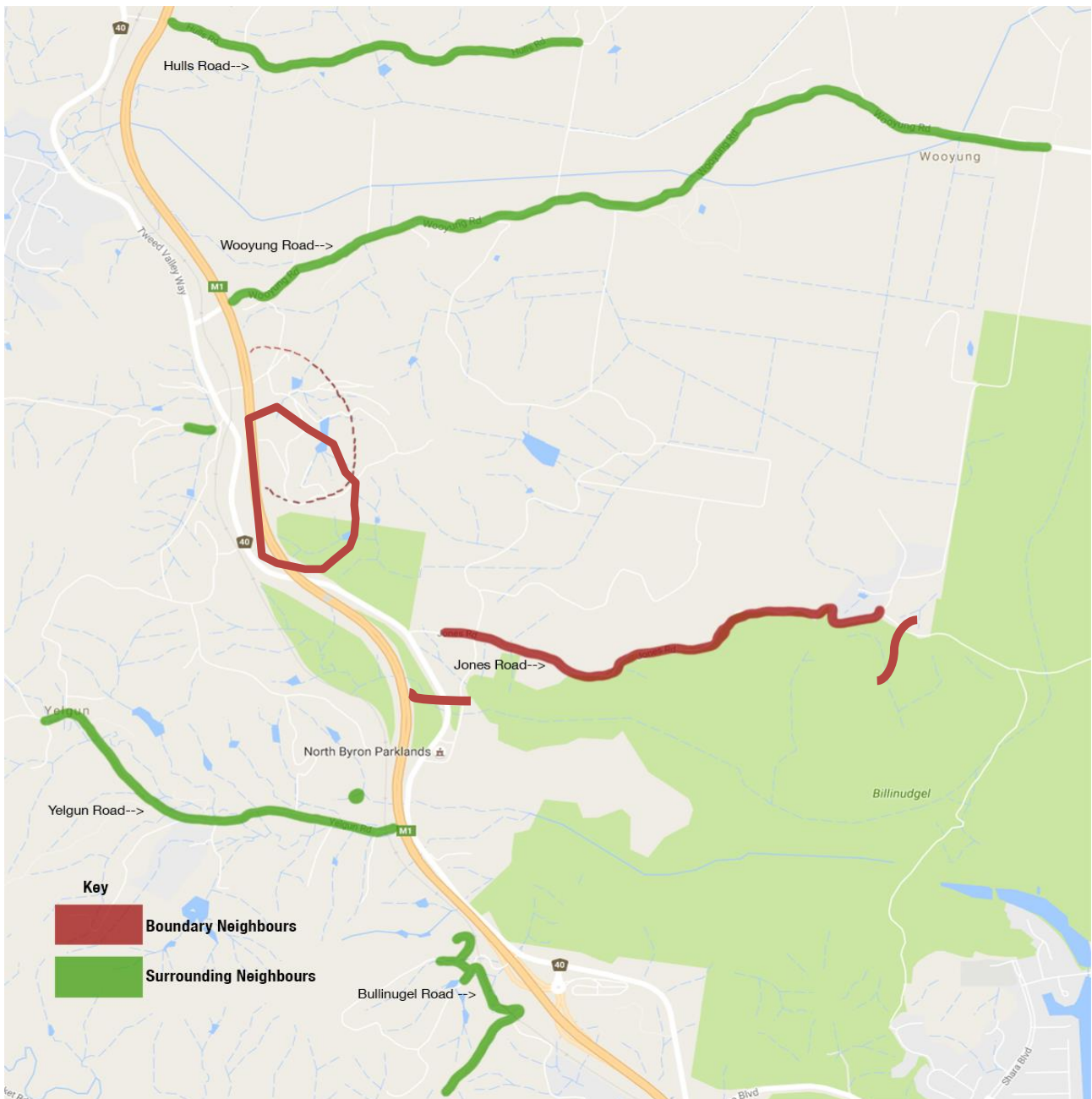
5. Actions and Responsibilities

5.1 Community Manager

The Community Manager shall:

- Contact immediate residents and the wider community when required either in person or via telephone or email;
- Monitor community emails - respond accordingly or forward onto the appropriate department head for their response;
- Maintain an up to date residents register with names, contact information (phone, email) and event ticket allocation (where complimentary tickets are offered to the resident);
- Meet with key resident and local business groups;
- Attend the Parklands Regulatory Working Group meetings;
- Log and document all meetings and discussions with community members;
- Oversee the distribution of community letters and flyers prior to any event;
- Distribute resident only vehicle passes to the immediate neighbours;

- Liaise as required with the event's nominated representative responsible for offsite issues management;
- Work in conjunction with the Event Hotline Operators - respond to community issues and relay details of the response back to the Hotline operators so as the information can be documented in their hotline log;
- Communicate and liaise with the offsite litter response team;
- Monitor shuttle bus pick up and drop off zones in Brunswick Heads and Ocean Shores at various times during the events, especially late night returns to offsite accommodation; and
- Oversee the distribution of complementary tickets to the local residents who reside in the designated ticket allocation areas.



Appendix 1