

Volunteer Great Lake Taupō

Christmas in the Park Risks Register

Environmental / Weather-Related Risks

- Heavy rain, thunderstorms, or lightning
- High winds causing stage, tent, or signage collapse
- Extreme heat leading to dehydration or heatstroke
- Sudden cold snap causing hypothermia in attendees or staff
- Flooding or poor ground conditions (mud, slips, or inaccessible areas)
- Sun exposure - risk of sunburn for staff and attendees
- Fire hazard from dry grass or cigarettes

Infrastructure & Equipment Risks

- Stage collapse or structural failure
- Electrical faults or electrocution (wet cables, overloading circuits)
- Generator malfunction or fuel leaks
- Poorly secured temporary fencing, marquees, or lighting rigs
- Trip hazards from cables, uneven ground, or tent pegs
- Slippery surfaces (especially near food stalls or bars)
- Insufficient lighting in evening or back-stage areas

Crowd & Public Safety Risks

- Overcrowding, pushing, or crushing near the stage
- Inadequate crowd flow management or signage
- Anti-social behaviour (fights, intoxication, disorderly conduct)
- Lost children or vulnerable persons
- Gate crashers or unauthorised entry
- Panic or stampede in emergency situations
- Drug or alcohol misuse
- Medical emergencies (heatstroke, allergic reaction, cardiac arrest, etc.)

Traffic & Transport Risks

- Pedestrian–vehicle conflict during setup or pack-down
- Insufficient parking or poor traffic flow management
- Vehicle access by suppliers during public entry
- Emergency vehicle access blocked or delayed
- Poorly lit or marked entry/exit routes

Fire, Hazardous Substances & Utilities

- Fire from electrical equipment or food vendor gas bottles
- Fuel storage or generator fire

- Pyrotechnics, fireworks, or smoke machines misused or malfunctioning
- Blocked fire exits or insufficient extinguishers
- Gas leaks or carbon monoxide buildup near generators

Performer & Staff Risks

- Slips, trips, or falls on stage
- Sound levels causing hearing damage
- Fatigue or dehydration among staff or volunteers
- Equipment falling during setup or pack-down
- Miscommunication or lack of radio contact between staff

Health & Hygiene Risks

- Poor sanitation (toilets, waste, food safety)
- Food poisoning from vendors
- Spread of infectious illness (e.g. COVID, flu, gastroenteritis)
- Insufficient first aid coverage or response delay

Operational & Organisational Risks

- Lack of communication or unclear roles
- Insufficient security or stewarding
- Loss of key staff or volunteers

- Unclear evacuation procedures
- Failure of public address (PA) system for emergency announcements
- Delays in performer arrival or cancellations

Financial / Legal Risks

- Event cancellation due to weather or safety concerns
- Damage to hired equipment or venue
- Breach of contract (performers, suppliers)
- Non-compliance with council permits or noise limits
- Insufficient insurance coverage

Community & Environmental Impact Risks

- Noise complaints from neighbours
- Littering or pollution of surrounding area
- Damage to local flora, fauna, or property
- Disruption to local traffic or residents
- Dogs or animals brought to the site causing hazards

#	Category	Risk / Hazard	Potential Harm	L (1-5)	I (1-5)	R (L x I)	Risk Level	Key Controls / Mitigation	Responsibility
1	Weather & Environment	Heavy rain, wind, or lightning	Injury, equipment damage, event disruption	3	4	12	Moderate	Monitor weather forecasts; have contingency (cancel/postpone); secure structures; communicate with the crowd.	Event Manager
2	Weather & Environment	Heat exposure / dehydration	Illness, heatstroke, fainting	3	3	9	Low-Moderate	Provide shade, water stations, and staff rotation; first aid trained volunteers.	H&S Lead
3	Infrastructure	Stage or structure collapse	Major injury or fatality	2	5	10	Moderate	Certified riggers, inspection, no public access under load-bearing areas.	Production Manager

4	Infrastructure	Electrical fault / wet cables	Electrocution, fire	2	5	10	Moderate	Test & tag, weatherproof connectors, cable mats, safety RCDs.	Site Electrician
5	Public Safety	Overcrowding / crowd surge	Crush injuries, panic	3	5	15	High	Controlled entry, barriers, stewards, clear crowd zones.	Security Manager

6	Public Safety	Anti-social behaviour (alcohol, aggression)	Fights, injury	3	4	12	Moderate	Licensed security, alcohol monitoring, zero-tolerance policy.	Security Manager
7	Public Safety	Slips, trips, and falls	Minor-serious injury	4	2	8	Low-Moderate	Cable covers, good lighting, ground checks.	Site Crew
8	Traffic & Access	Vehicle /pedestrian conflict	Serious injury	2	4	8	Moderate	Traffic management plan, marshal at access points.	Traffic Lead

9	Fire & Hazardous	Fire from generator or vendor gas	Burns, property loss	2	4	8	Moderate	Fire extinguishers, trained staff, separate fuel storage.	Site Safety Officer
10	Health & Hygiene	Poor sanitation / food safety	Illness, food poisoning	2	4	8	Moderate	Approved vendors, hygiene inspections, adequate toilets.	Vendor Liaison
11	Health & Hygiene	Infectious illness spread	Illness among attendees	2	3	6	Low	Hand-sanitizer stations, encourage sick persons to stay home.	H&S Lead
12	Operational	Communication breakdown	Delayed response, confusion	3	3	9	Low-Moderate	Radios, central Command post, briefing notes	Event Manager

13	Performer / Crew	Fatigue or dehydration	Errors, injury	3	2	6	Low	Adequate breaks, refreshments, staff rotation.	Stage Manager
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14	Financial / Legal	Event cancellation or weather loss	Financial loss, reputation	2	3	6	Low	Event insurance, contingency budget.	Organiser
15	Community Impact	Noise complaints / litter	Reputation damage, fines	3	2	6	Low	Notify residents, adhere to decibel limits, clean-up plan.	Event Manager

Outdoor Concert – Risk Register (Condensed Version)

Risk Rating Guide

Score Level Description Action 1–5 Low Acceptable with routine

monitoring Manage routinely 6–10 Moderate Requires control and monitoring
Review controls

11–15 High Action required, senior oversight Implement additional measures

16–25 Critical Unacceptable – must reduce risk Immediate corrective action

Overall Summary

- **Low Risks:** 4
- **Moderate Risks:** 8
- **High Risks:** 1
- **Critical Risks:** 0

Outdoor Concert – Risk Register

Hazards	Persons Affected	Control / Actions	L (1 -5)	I (1 -5)	R (L×I)	Risk Responsibility	Reduction of Hazard
Heavy rain, wind, or lightning	General public, performers, crew, volunteers	Monitor forecasts; delay or cancel if unsafe; secure staging, marquees, and signage; have emergency shelter plan	3	4	12	Event Manager / H&S Lead	Weather contingency plan; strong anchoring; emergency announcements and evacuation routes clearly marked
Heat exposure / dehydration	Staff, volunteers, public	Provide shaded rest areas, hydration stations, sunscreen; rotate staff duties	3	3	9	H&S Lead / Volunteer Coordinator	Promote hydration; public announcements; medical station monitoring for heat stress

Stage or structure collapse	Performers, crew, public near stage	Engage certified riggers; pre-inspection of all staging and barriers; exclude public from setup zones	2	5	10	Production Manager / Site Manager	Engineering sign-off; regular checks during event; isolate unsafe areas immediately
Electrical fault / wet cables	Crew, performers, vendors	All equipment test & tagged; RCD protection; elevate or cover cables; weatherproof fittings	2	5	10	Site Electrician / Production Manager	Routine inspections; dry zones for power; emergency stop procedure
Overcrowding or crowd surge	General public	Limit entry, use barriers; trained security to monitor crowd flow; emergency exits clear	3	5	15	Security Manager / Event Control	Crowd flow mapping; capacity limits enforced; rapid response communication
Anti-social behaviour / intoxication	Attendees, volunteers, security	Licensed security; bag checks; no glass policy; refuse service to intoxicated persons	3	4	12	Security Manager / Bar Manager	Clear code of conduct; alcohol management plan; cooperation with Police if needed

Slips, trips and falls	Public, crew, volunteers	Mark uneven ground; cover cables; maintain lighting; clean up spills promptly	4	2	8	Site Crew / H&S Officer	Regular inspections; signage for hazards; non-slip surfaces
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							where possible
Vehicle or pedestrian conflict	Volunteers, crew, attendees	Separate pedestrian and vehicle routes; marshals at access points; traffic plan in place	2	4	8	Traffic Lead / Site Manager	Barriers and cones; timed delivery schedule; restricted vehicle access during event
Fire from generator or food vendor gas	Vendors, crew, nearby public	Fire extinguishers on site; gas bottles secured; smoking zones away from flammables	2	4	8	Vendor Liaison / Site Safety Officer	Routine fire checks; emergency access maintained; staff fire-safety trained
Poor sanitation / food hygiene	Public, vendors	Approved food vendors only; waste bins provided; frequent	2	4	8	Vendor Liaison / H&S Lead	Daily vendor inspections; waste contractor oversight; handwash

		toilet servicing					ng promoted
Infectious illness (flu, gastro, etc.)	Staff, public	Encourage sick persons to stay home; sanitiser stations; staff hygiene training	2	3	6	H&S Lead / Volunteer Coordinator	Promote hygiene messaging; maintain handwashing facilities
Communication breakdown	Staff, volunteers, security	Radios and backup communication channels; clear chain of command	3	3	9	Event Manager / Control Room	Pre-event briefings; event comms map; signage for emergency info

Fatigue or dehydration (crew)	Crew, volunteers	Schedule breaks; provide water; shift planning	3	2	6	Stage Manager / Volunteer Coordinator	Monitor wellbeing; assign float staff; shaded crew rest area
Event cancellation or severe weather loss	Organisers, suppliers	Event insurance; refund and contingency plan	2	3	6	Event Manager / Finance	Backup date identified; contractual flexibility
Noise complaints / litter	Local residents, council, public	Notify neighbours; noise level monitoring; clean-up crew	3	2	6	Event Manager / Waste Lead	Community communication plan; waste separation and recycling

Scale Reference

- **Likelihood (L):** 1 = Rare | 2 = Unlikely | 3 = Moderate | 4 = Likely | 5 = Almost Certain
- **Impact (I):** 1 = Insignificant | 2 = Minor | 3 = Moderate | 4 = Major | 5 = Catastrophic
- **Risk Rating (R):** $L \times I \rightarrow 1-5 \text{ Low} \mid 6-10 \text{ Moderate} \mid 11-15 \text{ High} \mid 16-25 \text{ Critical}$

✓ Overall Summary:

- **Low Risks:** 3
- **Moderate Risks:** 10
- **High Risks:** 1
- **Critical Risks:** 0

This profile keeps your event well within an acceptable **low-to-moderate** overall risk zone.

Christmas Community Carnival – Potential Hazards List

Environmental / Weather-Related Hazards

- Sudden rain or wind damaging marquees or signage
- Heat exposure for volunteers and families (sunburn, dehydration)
- Slippery grass or muddy areas after rain
- Electrical hazards from wet cords or generators powering stalls
- Flying debris in high winds (umbrellas, signage, bunting)

Infrastructure & Site Setup Hazards

- Unstable gazebos or marquees not properly weighted
- Trip hazards from tent pegs, guy ropes, or extension leads
- Uneven ground causing falls, especially for older visitors or children
- Overcrowding in narrow walkways between stalls
- Poor signage leading to congestion or confusion
- Inadequate lighting in late afternoon (for pack-down)

Crowd & Public Safety Hazards

- Lost children or separated family members
- Pushchairs or mobility scooters in tight areas
- Overexcited children running into stalls or each other
- Tokens dropped creating slip hazard or confusion
- Queue congestion at popular games or the VGLT token tent
- Over-exuberant or rough play at activity stands
- Emotional distress if children lose tokens or prizes

❖❖ Token & Cash Handling Hazards (VGLT Operations)

- EFTPOS device malfunction or power loss

- Cash theft or loss from token booth
- Incorrect cash handling / reconciliation errors
- Fraudulent use of EFTPOS or counterfeit cash
- Volunteers handling cash without supervision or float security
- Manual counting errors leading to financial discrepancies
- Trip hazard around token booth due to cables and queues

❖❖ Stallholder & Game-Related Hazards

- Unsafe homemade game equipment (splinters, sharp edges, unstable items)
- Over-tight ropes, thrown objects, or projectiles in games
- Spillage from water-based or messy games (slip hazard)
- Poorly supervised children at activity stations
- Stalls using electricity or small generators without proper tagging
- Prize items unsuitable for children (choking hazard)
- Food stalls or baking tables without allergy information

❖❖ Traffic & Access Hazards

- Vehicles from parade still moving near the domain when stalls set up
- Emergency access routes blocked by tents or vans
- Delivery vehicles during setup conflicting with pedestrians
- Lack of accessible parking for mobility-impaired visitors

❖❖ Fire & Electrical Hazards

- Overloaded power boards or shared extension cords
- Gas bottles from food vendors leaking or unsecured
- Unattended generators or fuel containers
- Candles or decorative lighting too close to flammable materials

❖❖ Health & Hygiene Hazards

- Insufficient handwashing or sanitiser near food and games
- Food not stored at safe temperatures
- Rubbish accumulation attracting insects or creating trip hazards
- Volunteers working long hours without breaks, hydration, or shade

❖❖ Operational & Communication Hazards

- Unclear roles or shift changes causing gaps in coverage
- No clear contact channel for lost child or first aid reporting
- Volunteer confusion about where to direct emergencies
- Lack of clear signage for first aid or toilets
- Miscommunication with community groups about pack-down times

Reputation, Community & Legal Hazards

- Disputes over token redemption or stall payouts
- Stallholders breaching safety or food-handling standards
- Negative social-media posts about long queues or fairness of games
- Inadequate insurance cover for community groups or event organisers
- Noise or litter complaints from nearby residents

Emergency & Contingency Hazards

- Fire, severe weather, or medical emergency requiring evacuation
- Lack of central muster point or crowd management plan
- First aid unable to reach incident due to congestion
- Emergency PA or radio system failure

Christmas Community Carnival – Risk Register

Hazard	Persons Affected/Control / Actions	(1 -5) I	(1 -5) R	(LxI) Risk	Responsibility	Reduction of Hazard
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Sudden rain or wind damaging marquees or signage	Stallholders, Volunteers & Public: Monitor weather; require weights on gazebos; secure signage and tents; stop activities during high winds	3	4	12	Event manager/Site Lead	Weather contingency plan; provide spare sandbags and cable ties.
Heat exposure/dehydration	Volunteers, Stallholders, Attendees: Shade tents; hydration station near VGLT stand; remind via PA	3	3	9	H&S Lead/Volunteer Coordinator	Encourage water breaks; sunscreen available at info tent.
Slippery or uneven ground	Public & Volunteers: Inspect site pre-event; mark or cone off uneven ground; lay mats where needed.	3	3	9	Site Crew/H&S Officer	Maintain dry walkways; close off unsafe areas if rain persists.
Electrical hazard (wet cords, generators)	Stallholder & Public: Test and tag; waterproof covers; no power cords across walkways	2	4	8	Site Electrician/Vendor Liaison	Use RCD's regular election inspection during the event.
Unstable gazebos or marquees	Stallholders & Volunteer: Require proper weighing and peg; pre check before opening	3	3	9	Site lead/Stallholders	Provide spear tie-downs; visual inspections throughout the day.
Trip hazards (rope, cables, peg)	Public & Volunteers: Cover or flag trip hazards; regular patrols	4	2	8	Site Crew/H&S Officer	Cable mats and hazard tape available on-site.
Overcrowding between stalls	Public & Children; layout with minimum aisle width; crowd marshals monitor flow	3	3	9	Event manager/Volunteer Team	Adjust layout annually; manage entry at busy times.

Lost children	Families & Public: Supervise games; ensure rules and signage visible	3	3	6	VGLT Staff/Security	Wristband ID system for young children;trained volunteer staff.
Overexcited or rough play at games	Children, Families & Volunteers	3	2	6	Stallholders/H& S Lead	Encourage calm play;volunteer floaters assist high energy games.
Token theft or cash loss	VGLT Staff, Volunteers; Two person rule for handling cash; secure lockbox daily; float log	2	4	8	Token Booth Lead/Event manager	EFPOS primary payment; close supervision and reconciliation.
EFPOS malfunction	VGLT staff, Public: Backup device and manual tokens; clear "cash only" signage	3	2	6	Token Booth Lead	Maintain portable power bank; test before event.
Counting/recon ciliation errors	VGLT admin, Finance: Two-person count; use pre-numbered sheets	3	2	6	Admin/Finance Officer	Double Verification before payout.
Unsafe stall equipment or games	Stallholders,Public: Check stability and materials; no sharp edges or projectiles	2	4	8	Vendor Liaison/H&S Officer	Pre-event stall safety checklist.
Water or messy games causing slips	Public & Volunteers: Provide non-slip mats and towels; dry area regularly.	3	3	9	Stallholders/H& S Officer	Limit Water use; site clean-up patrols.
Food stall hygiene issues	Public & Stallholders: Require council-registered vendors visible food licences.	2	4	8	VendoreLeasio n/Council	Random inspection; hygiene training reminders.
Inadequate waste removal	Public & Volunteers: Waste contractor scheduled; bins in	3	2	6	Waste Lead/Volunteer s	Add recycling;monitor fill levels during the event.

	visible location.					
Vehicle movement near domain	Public & Crew: Strict vehicle cutoff; barricades during event	2	4	8	Traffic Lead/Site manager	Controlled entry post-event; marshals for pack-down.
Fire from vendor gas or generators	Vendors, Crew, Nearby Public: Fire extinguisher at each vendor; gas bottles secured	2	4	8	Vendor Liaison/Safety Officer	Fire watch patrols; emergency plan briefed.
Fatigue or dehydration among volunteer	Volunteers: Rotate shifts; provide shade and drinks.	3	2	6	Volunteer Coordinator	Schedule breaks; first aid monitor for fatigue.
Communication failure between teams	Staff & Volunteers: Radios distributed; emergency numbers posted at each stall.	3	3	9	Event manager/Control Lead	Pre-event briefing; central info tent at communication hub.
Emergency access blocked	Ambulance, Fire & Police: Keep clear route marked; cones and signage.	2	5	10	Site manager/Security	Event map displayed; emergency check hourly
Miscommunication on pack-down	Stallholders & Volunteers: Provide clear written schedule and map.	3	2	6	Event Manager	End of day meeting for stallholders.
Disputes of token payouts	Stallholders & Admin: Clear written token policy; receipts required for claims.	2	3	6	VGLT Finance/Admin	End of day reconciliation supervised.
Negative social environmental damage	Community & Public: Monitor posts and quick polite response.	2	3	6	Communication lead/ Event Manager	Community feedback from post events.
Litter or environmental damage	Public & Volunteers: Rubbish and recycling stations.	3	2	6	Waste Lead/Volunteer Team	End-of-day cleanup; signage encouraging "leave no trace"

Noise or resident complaints	Neighbours & Council: Adhere to the approved hours and sound limits.	2	2	4	Event Manager	Notify residents before the event.
Medical emergencies (fainting, allergic reaction, ect)	Public & Volunteers: On-site first aid tame; PA alert process.	2	4	8	H&S Lead/First Aid	Maintain first aid register; quick radio response.

Scale Reference

- **Likelihood (L):** 1 = Rare | 2 = Unlikely | 3 = Moderate | 4 = Likely | 5 = Almost Certain
- **Impact (I):** 1 = Insignificant | 2 = Minor | 3 = Moderate | 4 = Major | 5 = Catastrophic
- **Risk Rating (R = L×I)** → 1–5 *Low* | 6–10 *Moderate* | 11–15 *High* | 16–25 *Critical*

✓ Overall Summary:

- **Low Risks:** 5
- **Moderate Risks:** 17
- **High Risks:** 2
- **Critical Risks:** 0

This keeps your Carnival well within an acceptable risk range, assuming good supervision, weather monitoring, and cash-handling procedures.

Post-Parade Vehicle Display & Departure – Potential Hazards

Vehicle Movement & Crowd Interaction

Hazard	Description / Risk Context	Potential Harm	Typical Likelihood (L)	Impact (I)	Risk Rating (R = L*I)	Control / Actions	Reduction of Hazard
Crowd entering vehicle area unsupervised	Excited children and families approach floats for photos or giveaways	Collision, crushing, minor injuries	3	4	12	Set up clear crowd control barriers; marshals manage entry points; allow access only when engines are off	Maintain volunteer marshals along the display perimeter; signage "No Entry Beyond Barriers"
Vehicle restarting while public still nearby	Drivers unaware of children around or behind vehicles	Serious injury or fatality	2	5	10	Controlled exit plan; spotters assigned to each vehicle; departure only on signal from site marshal	Implement one-way exit route; radio coordination between marshals
Pedestrians crossing behind reversing or exiting floats	Narrow exit areas with families moving between stalls	Crush Injuries	3	4	12	All reversing under supervision with marshal and radio; walking pace only	Barriers and cones guiding pedestrians away from exit lane
Public climbing on floats for photos	Children or adults climb onto moving or unstable floats	Falls, injury, vehicle damage	3	3	9	Announcements discouraging climbing; marshals present	Rope or tape barriers; "Do Not Climb" signage
Slips/trips from parade debris or decorations	Confetti, tinsel, or water bottles left on ground	Minor Injuries	4	2	8	Litter sweep before public access	Clean-up crew immediately post-parade

Vehicle exhaust fumes in crowd area	Idling engines for too long near crowds	Inhalation, discomfort, pollution	3	2	6	Require engines off during display	Relocate display to open area; signage to switch off engines
Decorations or loose items detaching	Wind or vibration causes props to fall	Struck-by injuries	3	3	9	Visual check before entry to domain	Encourage removal of tall or unstable decorations
Vehicle fire or fuel leak	Mechanical or electrical fault while stationary	Burns, panic	1	5	5	Fire extinguishers available; vehicle checks pre-parade	No smoking near display; emergency access clear
Restricted emergency access due to parked floats	Stalls and vehicles blocking exit routes	Delay in emergency response	2	4	8	Designated emergency lane kept clear	Marshal oversight and event map indicating route
Vehicles exiting during stage entertainment	Distraction, crowd movement blocking exit	Pedestrian-vehicle collision	3	4	12	Controlled staggered exit under marshal direction; public announcements before movement	Volunteers and cones guide exit; pause entertainment momentarily if necessary
Children running after departing floats	Attempting to wave or chase favourite floats	Collision or entrapment	3	4	12	Spotters at rear; PA reminder to families to stay back	Rope off exit route; temporary stop line
Low visibility / blind spots from large vehicles	High trucks or tractors unable to see small children	Crush Injuries	3	5	15	Marshal walking beside each float during movement	Mandatory spotter for every large vehicle

Soft or uneven ground under heavy vehicles	Risk of vehicles bogging or tipping	Damage to grounds, vehicle instability	2	3	6	Check soil condition; restrict weight; use designated hard-surface route	Avoid wet zones; council approval for path
Noise startle from revving or horns	Drivers rev engines or honk to entertain crowd	Startle injuries, distress for small children	3	2	6	Brief all drivers: no horns while stationary	Announcements reminding drivers
Weather impact on vehicle electrics or brakes	Rain making surfaces slick	Vehicle loss of control	2	4	8	Vehicle inspection before parade; slower movement	Post-event inspection by marshals

Summary

- **High Risks (12–15):**
 - Public entering vehicle area unsupervised
 - Low visibility / blind spots on large floats
 - Pedestrians crossing behind reversing floats
 - Vehicles exiting during stage entertainment

- **Moderate Risks (6–10):**
 - Vehicle restart near crowd
 - Decorations detaching
 - Fire or fuel leak
 - Uneven ground, exhaust fumes, etc.

Key Additional Controls

- Designate **Vehicle Marshal Team** (hi-viz vests, radios)
- Use **temporary crowd barriers** or rope line to define display area
- **Engines off** during static display
- **Spotters** mandatory for any vehicle in motion
- **Announce vehicle movement** clearly via stage or PA
- Ensure **First Aid and Fire Extinguishers** accessible near display zone
- Provide **visual map** of one-way entry/exit for all drivers pre-parade

Walking Volunteers – Parade Participation (Promoting the Christmas Community Carnival)

(Following the VGLT Float as a “watchful eye” group with signs)

Hazard	Persons Affected/Control / Actions	(1 –5) I	(1 –5) R	(L×I) Risk	Responsibility	Reduction of Hazard
Trip or fall while walking on uneven road surfaces	Volunteers Wear closed-toe, supportive shoes; watch footing; avoid stepping off kerb; parade briefing	3	2	6	Parade Coordinator / Lead Volunteer	Check route before start; remind walkers to look ahead and avoid distractions.
Fatigue or dehydration from walking the full route	Volunteers provide water before start; limit time walking; rotate walkers if needed	3	2	6	Volunteer Coordinator	Encourage water bakes; water bottle carry allowed; shaded waiting zones pre parade.

Vehicle-pedestrian contact with float or other vehicles	Volunteers near float; Maintain minimum 2-3m distance from float; no-one between moving floats; briefing on safe positioning.	2	5	10	Float driver/Parade Marshal	Assign one safety marshal per float group; clear "no-go" zones behind wheels.
Slips on wet road rain or confettie	Volunteers: Non-slip footwear; caution during turns or stops	3	2	6	Volunteer Coordinator	Avoid running; pause if the surface is slippery.
Carry large or heavy signage causing strain or imbalance	Volunteers: holding signs Use lightweight signs with handles; swap carriers periodically	3	2	6	Parade Coordinator / H&S Lead	Ensure signs meet weight and height safety limits.
Wind catching signs causing loss of balance or hitting others	Volunteers & Spectators: Brief on wind handling; grip firmly; avoid raising high in the gusts	3	2	6	Volunteer Coordinator	Avoid large banners on windy days; flexible materials used.
Sun exposure/Heat stress	Volunteers & Public; sunscreen, hats, sunglasses, light clothing; hydration	3	2	6	H&S Lead/Volunteer Coordinator	Shade at marshalling area; remind to apply sunscreen before step-off.
Public interactions (children running up, crowd engagement)	Volunteers,Public; Maintain polite but alert distance; avoid handing out items while walking	3	2	6	Volunteer Coordinator	Engage safely; stop only in approved zones
Distraction/ losing focus on surroundings	Volunteers near moving vehicles; No phones or photos while	3	3	9	Parade Marshal/Float Lead	Pre-parade safety talk; buddy system among walkers.

	walking; remain alert					
Weather change (sudden rain, strong wind)	Volunteers; Rain ponchos available; pause if lighting risk	3	3	9	Event Manager/Parade Control	Weather monitoring via radio; early warning system.
Crowded encroachment onto road	Volunteers/Public; Volunteers to help guide children back to the footpath.	3	3	9	Parade marshals/Security	Soft barriers where the crowd is dense.
Unexpected stop of float ahead	Volunteers/ Float Drivers: maintain distance; alert walkers to slow down	3	3	9	Float Drivers/ Parade Marshal	Uses hand signals between walkers and float drivers.
Noise/Loude music exposure from float speakers	Volunteers; Limit proximity to speakers; ear plugs optional	2	3	6	Parade Marshal/Float Crew	Monitor volume levels pre-parade.
Injury during assembly/dispersal	Volunteers; stay clear of reversing floats; follow marshal direction	2	3	6	Site manager/Volunteer Lead	Controlled setup zones; vehicle movement times enforced.
Low visibility in shaded or evening conditions	Volunteers: High visibility vest for all walkers	2	3	6	Volunteer Coordinator	Reflective strips added to signs.

Scale Reference

- **Likelihood (L):** 1 = Rare | 2 = Unlikely | 3 = Moderate | 4 = Likely | 5 = Almost Certain
- **Impact (I):** 1 = Insignificant | 2 = Minor | 3 = Moderate | 4 = Major | 5 = Catastrophic

- **Risk Rating (R=L×I)** → 1–5 *Low* | 6–10 *Moderate* | 11–15 *High* | 16–25 *Critical*

✓ Overall Summary

- **Low Risks:** 0
- **Moderate Risks:** 14
- **High Risks:** 0
- **Critical Risks:** 0

Recommended Controls Summary

- Pre-parade **Safety Briefing** for all walkers
- Minimum **2–3 metres clearance** between volunteers and floats
- **Hi-vis vests** for all volunteers walking in the parade
- **Weather-ready gear** (sunscreen, ponchos, water bottles)
- **Buddy system** — pair walkers to monitor each other
- **No mobile phones, selfies, or handouts** while walking
- Assign a **VGLT Marshal** walking slightly behind to observe and communicate via radio

Operations & Logistics

Role Title	Purpose/Key Tasks	Suggested Number	Reports to
Radio / Communications Runner	Carry messages if radio coverage drops; check in with area leads hourly	1	Veronica King
Waste & Site Maintenance Crew	Empty bins, collect litter, monitor toilets and waste areas	2-3	Gemma Smythe
Pack-down / Vehicle Escort Marshals	Escort floats and stalls leaving the site; ensure safe clearance before reopening public access	3	Gary Nant
Stage Area Marshal	Oversee crowd safety near the stage and assist with performer transitions	1	Gemma Smythe

Summary Table

Area	Core Lead	Additional Volunteers Needed	Total People (Ideal Coverage)
Parade Route / Vehicle Zone	Gary Nant	4-6	6-8
Domain / Carnival Area	Julian Bishop	6-8	8-10
Stage / Entertainment	Gemma Smythe	2	3
Volunteer Coordination / Check-in	Veronica King	2	3
Public Safety / Lost Child / First Aid	Veronica King	3-4	4-5

➡ **Recommended Total:** 20–25 volunteers minimum, excluding core coordinators — which allows rotation, breaks, and coverage across both the Parade and Carnival phases.

Final Tips

- **Hi-vis vest colours** can identify roles (e.g. Yellow = Parade Marshals, Orange = Site Safety, Blue = Info/Welfare)
- **Simple role cards or lanyards** listing responsibilities and key contact radio channels help immensely
- **Radio check** at least every 30–45 minutes during active movement (especially vehicle exit phase)
- One **Safety Officer or Float Spotter per 2–3 vehicles** during the display and exit window

Tremains Santa Parade & Christmas Community Carnival

Volunteer & Event Team Training Manual

(Summary of Essential Safety & Operations Procedures)

1. Event Overview

The **Tremains Santa Parade**, **Carols in the Park** and **VGLT Christmas Community Carnival** are community celebrations hosted by **Christmas in the Park** and **Volunteer Great Lake Taupō (VGLT)** on **Saturday 6 December 2025** at the **Tongariro North Domain**.

After the parade finishes, floats enter the **North Domain** for judging and public viewing, while

the **Carnival** and **Christmas in the Park** entertainment continue.

Our goal:

To deliver a safe, fun, family-friendly event that celebrates community spirit and supports local organisations.

2. Key Contacts

Role	Name	Responsibility
Event Coordinator	Veronica King	Overall event coordination & welfare
Carnival Coordinator	Julian Bishop	Domain site safety, volunteers, and Carnival operations
Parade Coordinator	Gary Nant	Parade management, float control, vehicle movement
Parade Support	Claire Dredge	Crowd marshals and walking groups
Parade Support	Blake Stevens	Float lineup, movement control
Christmas in the Park Coordinator	Gemma Smythe	Stage entertainment & performer safety
Parade Support	Peter Smith	Vehicle exit coordination & site control
Emergency Services	St John / Fire / Police	On-site standby and response

3. General Safety Expectations

- ✓ **Be alert** – crowds, children, vehicles, and changing weather are constant.
- ✓ **Be visible** – wear your high-visibility vest and carry your radio (if issued).
- ✓ **Stay hydrated and sun-safe** – water, hat, sunscreen available at the Info Tent.
- ✓ **Report issues immediately** to your area lead. Do not try to fix unsafe issues alone.
- ✓ **Engage positively** – you're the face of the community today. Smile and be kind.
- ✓ **No alcohol or smoking** while on duty or in public-facing areas.

4. Parade Walking Volunteers

- Walk **2–3 metres behind** the VGLT float at all times.
- **Do not approach** or stand between moving vehicles.
- Be alert for children or spectators stepping onto the road.
- Carry signage securely; avoid holding it high in strong wind.
- **Hydrate before stepping off**; bring a water bottle if needed.
- If weather changes, follow the instructions of the **Parade Marshal**.
- Maintain awareness - no phones or selfies while walking.

5. Vehicle Display & Exit Safety

- Floats will park on the **North Domain** for public viewing.
- **Engines off** while the public are nearby.
- Only move vehicles **on marshal instruction, no independent** movement.
- A **Vehicle Marshal** must walk alongside each float during exit.
- Announcements will be made before any vehicle departs.
- Keep all children clear of vehicles at all times.

6. Carnival Site & Token Booth

- Each stall or game must remain within its marked area.
- No vehicles may enter or exit the Domain without permission.
- Volunteers must **supervise all games** at all times.
- Tokens are exchanged for cash or EFTPOS at the VGLT Booth.
- Two-person rule for all cash handling.
- Report any device or float discrepancy immediately.
- Keep cables tidy, walkways clear, and rubbish bins visible.

7. Crowd, Weather, and Environmental Risks

Risk	Response / Control
Rain or wind	Secure gazebos; stop games if unsafe; follow marshal directions.
Heat / dehydration	Provide shade, water, rest breaks.
Overcrowding	Redirect families to open areas; alert Site Lead if congestion continues.
Slips or trips	Report immediately; cordon area with cones or hazard tape.
Noise or lost children	Direct to Info Tent; radio "Welfare Team" immediately.

8. Emergency Procedures

If an incident occurs:

- Stay calm and keep yourself safe.
- Call for help via **radio** or notify the nearest **Marshal / Coordinator**.
- For serious injury or fire, contact **St John / Fire / Police** immediately.
- Move the crowd away and clear the route for emergency services.
- Complete an **Incident Report Form** after the situation is stable.

Evacuation:

- Follow instructions from the **MC or Event Control**.
- The **Assembly Area** is on the **northern grass verge near the playground**.
- Volunteers assist with guiding the public calmly to exits.

9. End-of-Day & Pack-Down

- Do not move any vehicle until the public area is cleared and approved by marshals.
- Collect all signage, cones, and barriers.
- Return radios and vests to **the Volunteer Tent**.
- Report any hazards, incidents, or near-misses to your coordinator before leaving.

10. Remember:

“When you volunteer here, you’re helping every organisation in our community shine.”

You are not just part of the team, you *are* the team that keeps Christmas in the Park safe, welcoming, and full of joy.