Australian Government
National Emergency
Management Agency

Australian Institute for
Disaster Resilience

Introduction to safe and healthy crowded places

Speed read

- A crowded place is a number of people who intentionally, predictably or spontaneously find themselves gathered in a physical space.
- Clear communication is a critical requirement in managing crowded places.
- Under the *Workplace Health and Safety Act* places responsibility for a crowded place is on the management team.

Key points

There are nine key principles and enablers for safe and healthy crowded places. Consult relevant legislation, regulations, laws and standards which may provide enforceable requirements regarding crowded places.

There are three different crowd types:
1. Planned events, such as sporting and music events, festivals and displays.
2. Predicted crowds, places likely to be crowded some or all the time such as airports, shopping centres, CBDs, beaches, schools, universities and transport hubs.
3. Spontaneous crowds, such as gatherings at an incident, spontaneous protests or rallies.

Events management sector and crowded place controls and plans need to be dynamic. The increasing density and diversity of populations living in urban and regional areas, the proliferation of risk-taking recreational activities, and advances in technology all have an impact on a crowded place.

Responsibility for safe and healthy crowded places is for professionals responsible for organising events, managing venues, enacting health and safety protocols. Including: local governments, businesses (corporates, professional event management companies), small and large community groups, not-for-profit and non-government organisations and emergency services.

Take action

- This handbook can support development of and sit alongside site and organisational-specific work health and safety policies, standard operating procedures, emergency management plans
- Read the Key Principles and Enablers for Safe and Healthy Crowded Places
- Use the Safe and Healthy Crowded Places Checklists

More information

- Check out the Safe and Healthy Crowded Places further resources for more information on managing hostile acts, guidelines and regulations for event managers, crowd psychology and crowd science, sexual assault and harassment guidelines and media coverage of incidents
- Understand Work Health and Safety legislation in your state or territory (Safe Work Australia, 2024)
- Australia's Strategy for Protecting Crowded Places from Terrorism (2023)

+61 3 9419 2388
enquiries@aidr.org.au
www.aidr.org.au
f AIDRnews 🐦 AIDR_news in aidr