

Principles and enablers for safe and healthy crowded places

Speed read

- Nine nationally agreed principles guide planning and managing crowded places.
- Seven enabling themes can be considered alongside each principle.
- The principles and enablers were workshopped and agreed on by the AIDR Safe and healthy crowded places handbook working group.

Key points

<p>Principle 1: Community at the centre Community cohesion, engagement and accessibility are important and can be facilitated by safe and healthy crowded places.</p>	<p>Principle 2: Consider all possibilities Recognise and identify other types of hazards and other threats and think through likely risks as the starting point for all subsequent planning.</p>	<p>Principle 3: Plan early and proportionately to need and risk Recognise the impact of the size, scope, scale and context of the crowded place. Take a needs-based approach, informed by identification of risks and consequences.</p>
<p>Principle 4: Engage early, develop partnerships and relationships Emphasise collaborative, multi-agency approaches to planning and decision making across broad stakeholder groups.</p>	<p>Principle 5: Communicate clearly using accessible language The handbook intends to provide user-friendly and accessible guidance, including those who may not be familiar with planning and emergency and risk management language.</p>	<p>Principle 6: Ensure role clarity and shared responsibility Shared responsibility does not represent an abrogation of responsibility; rather it acknowledges that everyone has accountability for ensuring crowded places are safe and healthy.</p>
<p>Principle 7: Ensure situational awareness Be mindful of emerging risks and issues locally and nationally, including having awareness within the crowded place and outside in the community.</p>	<p>Principle 8: Encourage safe behaviour and self-care Emphasise prevention, education and harm minimisation approaches, and encourage attendees of crowded places to take personal responsibility for their own wellbeing.</p>	<p>Principle 9: Continually learn and improve Apply lessons learned in the moment and from previous experiences across many crowded places. Use flexible, agile and adaptive approaches.</p>

Enabling themes to consider when managing safe and healthy crowded places:

1. Stakeholder engagement and communication
2. Monitoring and evaluation
3. Information management
4. Capability and capacity
5. Governance
6. Technology
7. Process

When considering crowd management, ask these questions:

- How will you manage stakeholder engagement?
- How will you monitor and evaluate the plan?
- What technology will you use?
- What processes will be in place?
- What will the governance structure be?

Take action

- Use the [Safe and Healthy Crowded Places Checklists](#)
- Read the Quick Guide: Introduction to Safe and healthy crowded places

More information

- [Safe and Healthy Crowded Places further resources](#) has 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)