Security Matrix and Roles

The primary purpose of security at a venue is to ensure the safety and well-being of attendees, staff, and property. By implementing measures to control access, deter, prevent, and respond to potential threats and incidents, creating a secure and enjoyable environment for patrons, artists and staff. Security guards are trained in emergency response services, including first aid, fire warden and conflict resolution and form an essential part of our venue operations. Guards may only be booked through the venue, please note that clients are not permitted to provide external security. Security guards are booked at the hirer's expense and will be reflected on your venue hire invoice. Security guards are under the direction of Council and are to take direction from Council staff only. Security guards are not ushers or front of house staff and accordingly do not act as ticketing staff.

The table below helps you determine your Event Risk Category and estimate your security guard requirements. Please note, Council reserves the right to require additional security to ensure compliance, asset and public safety.

Events Risk Categories

LOW	MEDIUM	HIGH
There is no alcohol available at the event	Alcohol served at the event	Alcohol served at the event or the venue has approved for BYO alcohol
The event is open to the public for less than 4 hours	The event is 18+	It is an all-ages event with alcohol
The event is only taking place in the ballroom	The event is open to the public for more than 4 hours	The event is open to the public for more than 4 hours
The event has no intermission or break	The event has an intermission or break	The event has an intermission or break
	Multiple spaces within the venue are being used for the event (eg balcony, supper room, chamber)	Multiple spaces within the venue are being used for the event (eg balcony, supper room, chamber)
		External queue management has been deemed to be required by the venue

Number of Security Guards per Category

LOW		MEDIUM		HIGH	
Minimum Requirement	1 x guard for first 100 patrons	**Minimum Requirement**	2 x guards for first 100 patrons	**Minimum Requirement**	2 x guards first 100 patrons
	1 x guard for every 200 patrons after that		1 x guard for every 200 patrons after that		1 x guard for every 100 patrons after that
			1 x guard for every additional event space in use (eg balcony, supper room, chamber)		2 x guards for every additional event space in use (eg balcony, supper room, chamber)
Additional Requirement *Council may determine additional guards are required for your event, including but not limited to the following occasions*	To meet statutory or permitting requirements	**Additional Requirement** *Council may determine additional guards are required for your event, including but not limited to the following occasions*	To meet statutory or permitting requirements	**Additional Requirement** *Council may determine additional guards are required for your event, including but not limited to the following occasions*	To meet statutory or permitting requirements
	Multiple doors open to the public		Multiple doors open to the public		Multiple doors open to the public
	Bag checks deemed necessary		Bag checks deemed necessary		Bag checks deemed necessary
	Unattended items, prams or cloak room		Unattended items, prams or cloak room		Unattended items, prams or cloak room

Williamstown Town Hall Security Roles and Responsibilities

Security guards working at the Williamstown Town Hall must be booked through the venue.
The Venues team will consider the risks and requirements of your event and book security on your behalf. Hirer's may also request additional security guards.

Key Roles and Duties

Front Door Duty

- Generally, work alone but for bigger events, in pairs.
- Stationed at linkway entrance, keeps an eye on carpark/precinct if no precinct guard
- Greets patrons
- Does not check tickets
- May check bags if requested by venue/client. If bags are being checked, all patron bags must be checked. This may require additional guards depending on capacity and must be organized in advance.
- Must ensure that drinks are not taken outside. Monitor guest drinks while they go outside.
- Confirm that liquor license is displayed if alcohol is being served and hold service until displayed.

Ballroom Duty

- Works alone for smaller events and in pairs for larger events
- Based in the ballroom
- General crowd control duties
- Act as guest liaison
- Confirm that liquor license is displayed if alcohol is being served and hold service until displayed.
- Manage patron behaviour
- Ensure RSA compliance if alcohol is being served
- Assist venue officer to hold service of alcohol if required due to show stop incident, evacuation, or if bottles/glasses/catering have not been cleared

Supper Room Duty

- Required when food is being served in the supper room with theatre-style or free-standing ballroom floor plans.
- Ensure that patrons do not take meals into the ballroom, dry snacks are permissible, but no meals, no sauces.
- Oversee use of the supper room and foyer
- Confirm that liquor license is displayed if alcohol is being served and hold service until displayed.
- Assist venue officer to hold service of alcohol if required due to show stop incident, evacuation, or if bottles/glasses/catering have not been cleared

Roaming Guard

- If only a roaming guard is allocated, client must provide volunteer to man any door used for access. This is only for low-risk events
- Additional roaming guards may supplement allocated door and ballroom guards.
- Assist venue officer to hold service of alcohol if required due to show stop incident, evacuation, or if bottles/glasses/catering have not been cleared

Balcony Guard

- Required when an event is using the balcony
- Manage guest safety in the balcony

Precinct Guard

- Floats the external areas of the town hall and library precinct
- Checks that external doors remain shut
- Liaises with vendors that leave doors open to ensure they remain shut

- Confirms with venue officer and hirer is patrons are exhibiting anti-social activity in the precinct, eg drinking in cars, playing music in car park

Stage Guard

- Requested by the promoter or booked for high capacity shows to ensure patrons to manage crowd behaviour at front of room and secure access to stage

RSA Officer

- Confirm license is displayed at point of sale, hold service until license is displayed
- Maintain visibility across venue to ensure that alcohol is only consumed in licences areas and that alcohol is not taken outside
- Ensure RSA compliance if alcohol is being served
- Assist venue officer to hold service of alcohol if required due to show stop incident, evacuation, or if bottles/glasses/catering have not been cleared

Crowd Controller

- Only work in pairs
- Plain clothes
- Remain inside the venue roaming to oversee areas and intervene as needed or liaise with other duty guards to respond to incidents

Williamstown Town Hall has two evacuation points

- **Ferguson St at the telephone box**
- **Coles carpark by the donation bins**

Venue staff will walk you around the venue on arrival, to note the exits and evacuation points.

- **The Ballroom has 6 emergency exits.**
- **The supper room has 3 emergency exits.**
- **The front building has 1 accessible emergency exit and 1 stepped exit.**

