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1 PURPOSE

- 1.1 This policy establishes an effective, accountable and transparent framework for participating venues to manage their safety standards as part of their involvement in MusicNT's All Good Project.

2 SCOPE

- 2.1 This policy applies to all venues who have signed a participant agreement to be a part of MusicNT's All Good Project Policy regardless of location within the Northern Territory or the type of license held by the venue.

3 POLICY STATEMENT

- 3.1 The All Good Project, and subsequently this policy, has been developed to increase the safety of all staff, patrons and performers in live music venues throughout the Northern Territory. Extending beyond just physical safety, this policy has been developed to outline the safety standards expected of venues participating in the All Good Project regarding a broad scope of factors impacting the safety of individuals within venues.
- 3.2 Fundamentally, this policy aims to promote acceptable behaviours, prevent discrimination and harassment of any individuals within live music venues and encourage both staff and patrons to reconsider the way in which they address complaints regarding safety.
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- 3.3 For ease of navigation, this policy has been broken down into three key sections; those affecting the public or patrons, those affecting staff, performers or other venue contractors and those related to the wider industry.

4 RESPONSIBILITIES

Compliance, monitoring and review

- 4.1 This policy has been developed by MusicNT's Safe Venue Program Manager in collaborating with the Safe Venue Program Reference Group.
- 4.2 The safety measures outlined in this policy are design to be integrated in addition to the current existing legislation and government requirements. Please refer to the relevant government agencies and current Northern Territory legislation unsure of your legal requirements regarding safety.
- 4.3 Venue management are expected to monitor the implementation of this policy as per the MusicNT All Good Project Memorandum of Understanding, signed upon agreeing to participate in the project.
- 4.4 If a participating venue find difficulty in implementing any part of this policy, it is the responsibility of management to contact MusicNT's Safe Venue Program Manager to raise the issue and discuss the steps to be taken to ensure steps are taken towards compliance.
- 4.5 MusicNT's Safe Venues Program Manager and/or Executive Director are responsible for updating this policy to reflect the changing nature of the industry as deemed necessary by the Safe Venues Program Reference Group.
- 4.6 Any updates and amendments to this policy will be clearly communicated to participating venues and a period for feedback will be given before the implementation of any policy changed or amendments.
- 4.7 The most current version of this policy is available online via the MusicNT website (musicnt.com.au).

Reporting

- 4.8 Participating venues are expected to report monthly statistics of safety incidences to the Safe Venues Program Manager via the provided reporting template.
- 4.9 Reporting of statistics and incidences of note falls to venues owners/management or another permanent member of staff identified to the Safe Venues Program Manager.

5 DEFINITIONS

Terms and definitions

Derogatory: A comment, remark or action that detracts, disparages, belittles or offends an individual or a group of people.

Discrimination: When someone is treated unfairly on the grounds of any of the following attributes: race, sex, sexuality, age, pregnancy, parenthood, impairment, religious belief or activity, irrelevant medical record, marital status, breast feeding, trade union or employer association activity, political opinion, affiliation or activity, irrelevant criminal record, association with a person who has, or is believed to have one of these attributes.

Gender- Neutral: Doesn't refer to any specific sex or gender, but rather to people in general.

Harassment: Unwanted and annoying actions, systematic or otherwise, towards one person or a group, including threats and demands. The purposes may vary but can including prejudice regarding any number of discriminating factors, personal malice, or gaining pleasure from making someone fearful or anxious.

Low alcohol: Less than 1.15% alcohol by volume.

All Good Champion: The permanent staff member of a participating venue nominated to ensure the implementation of this policy and the reporting of any incidences, inconsistencies and statistics to MusicNT.

Sexual Violence: The forcing or manipulation of someone into unwanted sexual activity without their consent. Sexual violence includes rape, sexual assault, incest, unwanted sexual contact/touching, sexual harassment, sexual exploitation, showing one's genitals or naked body to another without consent, masturbating in public and watching someone in a private act without their consent.

Staff: A person working for the venue in any capacity whether it be of a voluntary, paid, casual, part-time, full-time or contractual nature. For the purpose of this policy document it includes bar, floor, door and management personnel as well as any performers, venue promoters and security guards.

6 RELATED LEGISLATION AND DOCUMENTS

[Northern Territory Liquor Act 2019](#)

[Fire and Emergency Act 1996](#)

[Public and Environmental Health Act 2011](#)

[Northern Territory Anti-Discrimination Act 1992](#)

[Northern Territory Criminal Codes Act 1983](#)

[Work Health and Safety Act 2011 \(Cth\)](#)

[WorkSafe NT Code of Practice Managing Noise and Preventing Hearing Loss at Work](#)

[Disability Discrimination Act 1992 \(Cth\)](#)

[Northern Territory Building Regulations 1993](#)

[Northern Territory Private Security Act 1995](#)

[Sex Discrimination Act 1984 \(Cth\)](#)

[Racial Discrimination Act 1975 \(Cth\)](#)

[Age Discrimination Act 2004 \(Cth\)](#)

7 PATRON SAFETY

Alcohol consumption

- 7.1 Ensure adequate signage with visuals for ESL patrons and prominent placement of free water source or sufficient instructional signage if patrons are required to ask staff for access.
- 7.2 Ensure alcohol free or low-alcohol drink options are available and promoted.
- 7.3 Have snacks available for purchase behind the bar during all hours of operation.
- 7.4 Ensure staff awareness of Licensing NT-mandated ['signs of intoxication'](#) and have a visible reference for staff around areas of service.
- 7.5 Refrain from alcohol promotions targeting a specific race, gender, age group, occupation etc.
- 7.6 Provide pamphlets or other promotional material from local drug and alcohol services in bathrooms, quiet/chill areas (**see 7.24**) or beside the bar.

Entry, exit and ejection

- 7.7 Venue safety statement is visible at entry points, in bathrooms and online (website and/or social media).
- 7.8 Display All Good Project logo at all entry points and participation marketing material throughout the venue.
- 7.9 If a patron is refused entry, give a reason for the refusal.
- 7.10 Where reasonable, if a patron is evicted from the licensed premises, tell them why they have been evicted.
- 7.11 If a patron is evicted due to intoxication, provide them with water either before eviction or with a water bottle to take with them after eviction.
- 7.12 Where reasonable, ensure evicted patrons have a friend/family member leave with them to ensure their safety or access to transport to return home safely.
- 7.13 If security is unable to ensure the safe eviction of a patron, engage the venue manager or 'All Good Champion' for assistance.
- 7.14 Wherever possible, anyone ejected for discriminatory or harassing behaviour must have their identity recorded in the incident log.
- 7.15 Have a phone available for patrons to use free of charge to call a taxi, friend or relative to collect them from your venue.
- 7.16 Ensure all bar and door staff are aware of any late-night public transport options (if any), contact details for local taxi services and the locations of taxi ranks (if any).

Physical safety

- 7.17 Station security guards throughout the establishment and not just at the main entrance door if numbers allow.
 - 7.18 Where possible, get staff to regularly 'sweep' the venue to collect empty glasses, glass bottles or anything else that could potentially be used to harm.
 - 7.19 Designate an area in the venue away from the main entertainment area where potentially violent situations can be defused.
 - 7.20 Display marketing material provided by the Safe Venues Program Manager regarding acceptable behaviours, being an active bystander and looking out for your friends.
 - 7.21 Ensure adequate lighting in high-risk areas for increased visibility (entry to bathrooms, corridors, side of stage etc).
 - 7.22 If resources allow, provide free condoms in all bathrooms.
 - 7.23 Have ear plugs available behind the bar for patrons.
 - 7.24 If the space is available, provide a 'quiet' or 'chill' space away from the stage and bar with comfortable seating.
 - 7.25 Ensure all staff are trained in how to identify and respond appropriately to incidents of sexual violence.
 - 7.26 If an incident of harassment is reported to a staff member, or they become aware of an incident or believe there is a likelihood of an incident occurring, all necessary steps must be taken to eject the perpetrator from the venue.
 - 7.27 Treat complaints regarding harassment seriously and ensure venue management deal with them promptly, confidentially and impartially.
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- 7.28 Ensure a staff-facing steps of harassment action plan is clearly visible.
- 7.29 Ensure complaints relating to sexual violence are referred to the NT Police.

Discrimination

- 7.30 Train staff and security on the use of inclusive language (see [AAA Advice: Disability Language](#) and [Safe Zone Project LGBTQI+ Handout](#)), and emphasise this is relevant when dealing with patrons, performers and other staff.
- 7.31 Endeavour to promote equality by engaging diverse staff, security and performers where possible.
- 7.32 Value the diversity of patrons and allow those of all abilities and backgrounds to enter the venue.
- 7.33 Ensure consistency of ID checks. i.e. Everyone that looks under the age of 25 is to provide ID regardless of sex, race or other discriminating factors, or all patrons are to provide ID regardless of age.
- 7.34 Prior to opening, sweep the venue looking for any potential obstructions for patrons requiring wheelchair access.
- 7.35 If possible, ensure doors are automatic or lightweight to assist patrons with physical or mobility impairments.
- 7.36 If possible, ensure there is a gender-neutral bathroom available with signage labelling it as such to support LGBTQI+ patrons and staff.
- 7.37 Refrain from alcohol promotions or themed events that could be viewed as derogatory, cause offence or make patrons/staff uncomfortable.
- 7.38 Diversify entertainment offerings. Where possible try to promote equality by ensuring people of different races, genders, abilities and ages are represented on stage.
- 7.39 Prior to a performance starting offer an Acknowledgement of Country, or if budget allows, book a local elder to offer a Welcome to Country.
- 7.40 Zero-tolerance for discriminatory or oppressive behaviour of any kind, from any person within the venue.

8 STAFF SAFETY

Training and protocol

- 8.1 Encourage all members of staff to contribute to accident prevention by reporting potential risks or dangers on sighting.
 - 8.2 Ensure all venue staff and security are briefed on the venue's emergency procedures and that this procedure is visible in staff areas.
 - 8.3 Ensure security clearly understands their roles and responsibilities, including diffusing issues before they escalate, appropriate terminology to use and appropriate levels of physical intervention, at the beginning of their shift.
 - 8.4 Routes for complaint against harassment from other staff or patrons is clearly explained during onboarding.
 - 8.5 Where possible, ensure a member of the management team has obtained Mental Health First Aid training.
 - 8.6 Make staff and security aware of the venue's participation in the All Good Project and what that means.
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- 8.7 Appoint a staff member as an RSA compliance manager for each shift (generally the duty manager), who is responsible for supporting bar staff in serving alcohol responsibly and when dealing with intoxicated patrons.
- 8.8 Reporting of statistics and incidences of note falls to venues owners/management or another permanent member of staff identified to the Safe Venues Program Manager.
- 8.9 Have incident report forms readily available in staff/mess room away from the public.

Performer safety

- 8.10 Brief all performers/promoters that they are subject to RSA requirements and won't be allowed on stage/in the venue if visibly intoxicated.
- 8.11 Ensure adequate lighting on stage or other performance areas.
- 8.12 Provide a quiet and secure backstage area for performers to relax and prepare for the show or rest between sets. If no backstage area is available, allow them access to a staff room or staff area.
- 8.13 Where possible, provide performers with a stage, risen platform or some form of barrier between themselves and patrons.
- 8.14 Provide performers with the opportunity to take a break after 45 minutes if they should wish to.
- 8.15 At the end of a gig ensure security or staff are present to walk performers and their equipment back to their mode of transport or provide a loading bay for performers to load in and out of to ensure they are not walking by themselves with expensive equipment.

Physical safety

- 8.16 Ensure security is easily identifiable and that staff and performers are aware of who is on shift every shift.
- 8.17 All staff, contractors and performers to be provided with a safe, secure location for their personal belongings while 'on duty'.
- 8.18 All staff, security and contractors to be aware of the First Aid Officer for the shift at the beginning of each shift.
- 8.19 The venue has adequate first aid equipment readily available and ensures all staff know where it is kept.
- 8.20 Ensure regular tagging and testing of any electrical equipment. If a contractor (i.e. performer), brings their own equipment, ensure tagging & testing is also up to date.
- 8.21 Offer free ear plugs to all staff during live music events.
- 8.22 Provide visible behaviour guidelines for patrons in high-traffic areas such as the entrance, bar and bathrooms.
- 8.23 At the end of an evening shift ensure security are present to walk staff to their transport or, if unavailable, ensure staff leave together.

Support

- 8.24 Venue will nominate a 'All Good Champion' (venue manager or another nominated staff member), who drives action and other staff can go to if they are unsure how to handle a situation.
 - 8.25 No staff member who reports a safety risk or concern is to be disadvantaged for doing so.
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- 8.26 No staff member who lodges a complaint with respect to harassment will be disadvantaged because they have made the complaint.
- 8.27 Conduct a staff and security debrief at the end of each night to discuss any incidents or concerns.
- 8.28 Staff handbook to include local and national services available should a staff member experience discrimination, harassment or sexual violence.
- 8.29 Ensure staff involved in identifying or responding to an incident of harassment are supported by management during and after that shift.
- 8.30 Provide a confidential employee assistance program for all venue staff if possible. Visit the [EAPAA website](#) for a full list of providers in the Northern Territory.
- 8.31 Refer instances of staff harassment to WorkSafe NT and the Northern Territory Police where appropriate, if the harassment is based on a characteristic of a staff member, seek advice from the Anti-Discrimination Commission.

9 COMMUNITY SAFETY & INDUSTRY COMMUNICATION

- 9.1 Endeavour to communicate any emerging safety issues/trends with other local venue managers and staff. If unable to do so, communicate it to the Safe Venues Program Manager to disseminate.
- 9.2 If a licence extension or special event licence has been issued, inform neighbouring venues of the change so they can plan for crowds, patrons leaving the venue, out of town visitors etc accordingly.
- 9.3 If available, notify local taxi companies when events are being held at your venue and the time they are expected to finish.
- 9.4 If an expansion on standard training is being considered for venue staff, management or security, liaise with other Safe Venue Program participants locally to assess whether these resources can be shared for mutual benefit.
- 9.5 Report safety incident statistics to Safe Venues Program Manager on a monthly basis via the reporting template provided.
- 9.6 If safety standard outline in this policy are not adhered to venue management will ask the Safe Venues Program Manager for additional training and resources to assist in meeting these standards.

10 FEEDBACK

- 10.1 Northern Territory live music venues, peak bodies and public can provide feedback on this document by emailing shauna@musicnt.com.au.

11 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	MusicNT
Advisory Committee to Approval Authority	Safe Venue Program Reference Group
Administrator	Safe Venue Program Manager
Next Review Date	August 2021

Approval and Amendment History	Details
Original Approval Authority and Date	May 2021