



## **SITE HOST GUIDELINES**

We greatly appreciate the key role of site hosts at each Spark weekend. This information is to help you to serve – to help people feel welcome, create a sense of community and to keep people safe. We will be available all weekend to support you, in-person and via phone or radio.

### **SITE HOST RESPONSIBILITIES**

- Ensuring the site is kept clean.
- Communicating to those staying at your accommodation site.
- Ensure noise curfew is kept – 10pm noise low, 11pm quiet/lights out.
- Oversee sign in and sign out process.
- Be safety and security aware.
- Be contactable on the radio provided from 7am to 11.30pm and be ready to assist in the event of an emergency.
- Always be contactable on your phone – please ensure it's off silent and do not disturb.
- If needed, be ready to account for people and report back via radio or phone.
- Communicate issues with StayKCC staff or Spark Event Manager.

### **CONTACT DETAILS**

PROPERTY STAFF: 0408 825 588 (calls only, no text messages)

BEC HARDMAN (SPARK EVENT MANAGER): 0410 556 199

### **CONTENTS**

Arrival Checklist	1
Arrival	2
Throughout the Spark Weekend	4
End of Spark	4
Emergency Procedures	5-6





## ARRIVAL CHECKLIST

- Please plan to arrive at StayKCC prior to 3pm, so you can collect materials and settle into your accommodation site prior to other groups arriving.
- When you arrive, visit the Information Tent first (located next to the main auditorium) and liaise with the KCC Staff to find out any specific details that need to be noted over the weekend. Collect your Site Host folder, master keys, radio and charger. Your Site Host folder will include:
  - Printed version of this document
  - Contact list
  - Emergency information
  - Incident report forms
  - Site map
  - Spark program
  - Offsite sign in / sign out sheets
  - Signs and stationery
- Head to your allocated accommodation site and take some time to familiarise yourself with:
  - Campground – location of bathrooms, communal area and notice board
  - Location of first aid kit
  - Locations of emergency equipment – fire extinguishers etc.
  - Emergency procedure including Evacuation Assembly Areas
- Put up signage from your site host folder:
  - Offsite sign in / sign out sheet, sign, and pen (on notice board)
  - Site host sign on your tent/van
  - Check that other signage is on notice board – program, map





## ARRIVAL

- People will start arriving from 3pm onwards to peg in or plug in.
- Help people find an area to setup camp – sites won't be allocated. All sites have access to power. Emphasise the need for tents to be pitched close together and for cars to be removed from the campground to fit everyone in.
- The majority of cars must be parked outside the campground if there isn't enough room – please park on the oval and not on surrounding streets.

## BRIEF PEOPLE ON ARRIVAL ABOUT

### Site staff

You may see property staff who are identified by a badge or StayKCC Uniform. They also can be found in the office, which is on the main property. You can call them about any property issues or concerns on their 24/7 on call mobile 0408 825 588 (no texts please as only calls are forwarded to the staff member rostered on). Please notify site staff of any strangers, or people you are not sure about on the property.

Please note that when KCC's campground isn't in use for private events, the campground is open to independent campers, and often we have tourists arriving. If some of these campers arrive hoping to camp, please politely explain that the campground is closed for a private event – as per the sign on the gate (and this is also explained on various online platforms). If you need assistance, please call site staff.

### Sign in / sign out process

You need to let us know if you are going offsite by completing the offsite sign in / out sheet located on the notice board. This is important to be able to account for people in the event of an emergency, and to know if any people or groups are offsite.

### Fire safety

A total fire ban, if applied, means no naked flames.



**Central shelter**

The central shelter is for communal use, please don't leave supplies or cooking utensils.

**Campground care**

All holes and trenches dug must be filled in before leaving.

**Lighting**

Please keep external lights on at night.

**Emergency procedures**

In the event of an emergency, campers are to go to the **Emergency Assembly Area. This is the Plaza and/or outside the Laurel Street gate entry to the campground.** In a storm or bushfire or security threat – go/stay indoors. The closest indoor areas to the campground are Mountain Camp Dining Room or auditorium.

**Out of bounds & allocated areas**

Out of bounds areas are- workshop and garage, residences, other accommodation, and buildings not allocated to your group for use, and neighbouring property.

**Care of the environment**

Please pick up your rubbish. Please don't walk through our garden beds and avoid wandering through the bush, use gates and paths provided. Beware of snakes and spiders.

**Car parking areas**

Car parking in designated areas only. Please follow NO PARKING signs. Do not park in front of skip bins and access paths into courtyards.

**First Aid**

During Spark sessions, first aid will be available from the first aid tent in the Plaza. For other first aid needs, there is a first aid kit located at Mountain Camp Dining Room and marked with a red or green cross.





Where possible, first aid should be provided by someone with a current first aid certificate. All injuries, accidents or illnesses must be reported to your site host and an incident report completed.

**Curfew**

Please be considerate of others and ensure everyone is quiet by 11pm.

**Music & Noise**

Please don't play music before 8am or after 9pm. Keep any music or noise to a minimum so as not to disturb others around you.

**Alcohol and Smoking**

Smoking (including vaping), drugs, and alcohol are not permitted on the property.

**THROUGHOUT THE SPARK WEEKEND**

- Oversee sign in / sign out process – remind people to use this on the notice board.
- Be contactable on radio from 7am-11.30pm and on your phone at all times – please ensure it's off silent or do not disturb.
- In the event of injury, accident or illness, an incident report form needs to be completed. These are available in your site host folder. Any cases of serious injury, accident or illness should be reported to the Spark Event Manager immediately.

**END OF SPARK**

- **Organise clean-up of site** – Leave campground in the same condition as it was found.
  - ☐ Rubbish collected and put in bins near bathrooms.
  - ☐ Holes and trenches dug must be filled in.
  - ☐ Give site host folder, radio, charger and any lost property to staff in the Information Tent on Sunday morning.





## EMERGENCY PROCEDURES

- If you have a safety or security concern raised, seek to verify the report. Ensure that you raise any concern with KCC staff via radio or phone – available 24/7. As needed, you can also contact emergency services directly – dial 000 and arrange for someone to meet them at the main entrance to your accommodation site. Specific addresses are:
  - ❑ Mountain Camp: 119 Cliff Drive, Katoomba (driveway up the hill from the corner of Cliff Drive and Violet Street)
  - ❑ Kedumba: 113 Cliff Drive, Katoomba (driveway opposite Scenic World car park entry)
  - ❑ Hartley: 20 Ficus Street, Katoomba (nearest intersection Cliff Drive)
  - ❑ Clairvaux: Corner of Oak and Cedar Streets, Katoomba
  - ❑ Campground: 10 Laurel Street, Katoomba (nearest intersection Cliff Drive)

**Please note that we will use radio communication in circumstances where mobile/phone services are down, and we need to contact you. At all other times, please use your mobile phone to contact property staff or the Spark Event Manager. We will communicate with you via radio or mobile phone so you can be supported and advised of any emergency situation and of any instructions for site hosts. Potential scenarios could include:**

- a) Fire in a building:** In the event of a fire in a building, direct people to evacuate out their nearest exit and go to the Emergency Assembly Area (Plaza and/or outside the Laurel Street gate entry to the campground), then find, and stay with their friends until further notice.
- b) Severe storm:** In the event of a severe storm, direct people to stay indoors (away from windows) until further notice. Join others in a large meeting room such as the auditorium or Mountain Camp Dining Room until further notice. KCC Staff will provide further instructions by phone for site hosts to carry out or pass on.
- c) Bushfire:** In the event of a bushfire, direct people to stay indoors and if possible, join others in a large meeting room such as the auditorium or Mountain Camp Dining Room until further notice. KCC Staff will provide further instructions by phone for site hosts to carry out or pass on.
- d) Security threat:** In the event of a security threat, direct people to move away or stay away from the area of the threat, if possible, until further notice.





- e) **Lock down:** Note that in an extreme situation the language of being in 'lock down' may be used by KCC Staff to help communicate the importance of the situation to people. Also, once the immediate threat has passed, it's important to remain in 'lock down' until KCC Staff have coordinated an assessment of all areas and deemed it safe for the 'lock down' to be lifted – to be confirmed by phone for each site. Site hosts are to be advised by phone and are to communicate the instructions given to people at their site accordingly. Site hosts may also be asked to check the safety of their area.
- f) **Evacuation:** In the event of a 'lock down', evacuation or other need to assemble, site hosts are to communicate to and assist people at their site to go to the nominated Emergency Assembly Area. Site hosts are to be ready to account for people, report back and keep KCC Staff informed about persons not yet accounted for. Ensure you have rooming lists and sign in / sign out sheets with you if possible, so that this can be achieved at any time – we recommend taking photos of these documents on your phone.
- g) **Injury or illness:** In the event of an injury, accident or illness occurring, an incident report form needs to be completed. These are available from your site host folder and extras can be requested from the Spark Event Manager.
- h) **Missing or lost guest:** In the event of a missing or lost guest, firstly determine if the person is actually missing, check all buildings, bedrooms, bathrooms and outdoor areas. Notify KCC Staff who will coordinate the search and contact Police if deemed necessary.

