



## **SITE HOST GUIDELINES**

We greatly appreciate the key role of site hosts at our 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.

### **SITE HOST RESPONSIBILITIES**

- Help people find and access allocated rooms.
- Ensuring the site is kept clean.
- Communicating to those staying at your accommodation site.
- Organising people/groups to help with orderly duties.
- Ensuring appropriate bathroom access and privacy for both sexes.
- 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 mobile 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

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## ARRIVAL CHECKLIST

- Please plan to arrive at StayKCC prior to 5pm, 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
  - Room allocation list
  - Dietary requirements list
  - Orderlies roster template
  - Offsite sign in / sign out sheets
  - Signs and stationery
- Head to your allocated accommodation site and take some time to familiarise yourself with:
  - Your accommodation site – location of dining room, accommodation rooms and parking
  - Location of first aid kit
  - Locations of emergency equipment – fire extinguishers etc.
  - Emergency procedure including Emergency Assembly Area
- Put up signage from your site host folder:
  - Offsite sign in / sign out sheet, sign, and pen (in dining room)
  - Site host sign on your accommodation door
  - Check that other signage is on notice board – program, room allocations, maps
- Plan an orderlies roster, so that you can let groups know their allocated duties when they arrive.



**ARRIVAL**

- People will start arriving from 5.00pm onwards.
- Help groups find their allocated rooms. Room allocations have been emailed to everyone prior to Spark, so they should have this information with them. Rooms are allocated per group and separated by gender (male or female). Bathrooms are also allocated by gender. Room allocations are printed and posted on the notice board and are also included in your site host folder. If there are any issues with room allocations, please contact the Spark Event Manager.
- Brief people (using our briefing document provided) - either on arrival or at the first meal
  - ☐ Mealtimes
  - ☐ Ground rules – (single males/females to respective rooms, lights out by 11.00pm)
  - ☐ Sign in and sign out process
  - ☐ Orderlies roster
  - ☐ Weekend program
- If there are any problems with bookings or room allocations, please call the Spark Event Manager.

NB: Please reallocate rooms only if it's an urgent necessity. Put females in one cluster of rooms and the males in the other. If there are any serious problems, please call the Spark Event Manager.



**THROUGHOUT THE SPARK WEEKEND**

- Oversee sign in / sign out process – remind groups to use this and put in a communal area.
- Be contactable on radio from 7am-11.30pm and on your mobile phone at all times – please ensure if it's off silent or do not disturb.
- Keep track of any keys given out. Write down their names and contact phone numbers.
- Aim to have people finished meals and ready to attend sessions on time. Encourage them to attend all sessions.
- Say or arrange for grace to be said before each meal and make announcements.
- Explain program:
  - ☐ Mealtimes
  - ☐ Session times
  - ☐ Orderlies for next meal
  - ☐ Lost property
  - ☐ Cleanliness around the site
  - ☐ Leaving their rooms tidy before departing
- Supervise orderlies.

**Meals** (liaise with caterers):

- ☐ After meals, ensuring all tables are cleared completely
- ☐ Wiping down tables
- ☐ Picking up any litter around in the dining room
- 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**

- **Check out is by 8.45am on Sunday!**
- At supper on Saturday night, ensure people understand their responsibility to leave the site clean and remind them to hand in any keys they may have received before departing on Sunday morning. Let everyone know that rooms must be packed up before 8.45am on Sunday morning. People need to **remove bags from rooms** before they leave for sessions.
- **Organise clean-up of site** - Leave accommodation site in the same condition as it was found.
  - ❑ Prep, check and ensure people have left their bedrooms tidy – with no litter on the floor or under the beds, and all rubbish put in the bins outside, any litter around the area picked up
  - ❑ Ask the caterer if tables and chairs need to be stacked or left as found in Dining Room
  - ❑ Check for and pick up any litter around the area – both inside and outside
- Give master key, 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 at your accommodation site, 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.
- 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.

**EMERGENCY ASSEMBLY AREAS:**

**Mountain Camp:** Outside the StayKCC office

**Kedumba:** In the car park on the high side, opposite the skip bin

**Hartley:** Past the car park near the skip bin

All Emergency Assembly Areas are marked with signage.

