



EVENT SAFETY AND RISK MANAGEMENT PLAN

**2024 NATIONAL INDIGENOUS
TENNIS CARNIVAL**

Last updated July 19th 2024

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INTRODUCTION

PURPOSE

This Safety and Event Risk Management Plan (SERMP or 'the Plan') was developed by Tennis NT and relates specifically to the National Indigenous Tennis Carnival (the Event).

The purpose of this Plan is to inform relevant stakeholders of the strategies, processes, procedures, and activities undertaken to achieve the overall safety and risk objectives for the Event.

This plan should not, at any stage be considered as a final document, as the planning cycle must be capable of adapting to emerging issues.

OBJECTIVE

In partnership, Tennis NT and Agentur will jointly host a safe and successful event. This will be achieved through a coordinated and consultative approach to minimise threats to life, health, property, and commercial objectives, while maximising opportunities that the Event presents.

SENIOR MANAGEMENT COMMITMENT

The Chief Executive Officers (CEO's) of Tennis NT and Agentur are individually, jointly, and organisationally committed to the safe running of the Event and as such will work together to:

- Provide sufficient resources to execute this Plan,
- Endeavour to understand the spectrum of foreseeable risks that apply to the Event,
- Make informed, risk-based decisions to ensure appropriate resource allocation,
- Together, explore ways to seize opportunities within the parameters of both organisations' constitutions,
- Manage identified risks to an acceptable level, and
- Seek continuous improvement in systems, staffing and infrastructure each year for the Event.

To achieve this, we will work together and wherever possible will:

- Take a pragmatic approach to the management of risk,
- Support the provision of relevant training and instruction to staff to assist in implementing this Plan,
- Consult relevant stakeholders to ensure informed decisions are made regarding the impact of activities,
- Monitor the risk management program's implementation to ensure controls are effective, and
- Foster a positive risk management culture that proactively encourages managers, staff, and contractors to systematically manage risks created by their operations.

BACKGROUND

EVENT & VENUE

The National Indigenous Tennis Carnival (NITC) is a carnival that celebrates youth, culture, music, food and sport through tennis events, cultural activities, and workshops. The tennis events will bring together Indigenous students from around the country in both a competitive and participative environment. The local community will also be invited to the event to enjoy a performance by an indigenous artist, cultural activities, and food by local vendors.

The carnival will be located at Darwin International Tennis Centre, 16 tennis courts – including a show court, and 5 mini courts. Alongside this the venue has a café, function rooms with kitchen facilities and office spaces.

EVENT LOCATION & TIMING

The Darwin International Tennis Centre is located within the Marrara Sporting Complex area, with a majority of Darwin's sporting facilities located in the immediate area.

The event will take place from the 8th of August to the 11th of August, some activities will involve both the tennis participants and will be closed to the general public. Parents/Guardians wishing to attend the event will be approved or denied through the accreditation process. The event times will be as follows:

Thursday 8th August 2024: 10:00AM - 8:00 PM, attended by tennis participants.

Friday 9th August 2024: 7:30 AM - 8:30 PM attended by tennis participants.

Saturday 10th August 2024: 07:30 AM - 8:30 PM attended by tennis participants.

Sunday 11th August: 07:30 AM – 4:00 PM attended by tennis participants, with majority of tennis participants departing home from 1:00 PM.

EVENT MANAGEMENT

Tennis NT jointly with Agentur are responsible for ensuring the safety and security of all 200+ participants and guests of the event.

This involves:

- Identifying and minimising the risks and liabilities associated with hosting the event such as ensuring all contractors and suppliers have provided the relevant documents that certify them to conduct the work they are being contracted to complete,
- Ensuring general public and participant safety through completing risk assessments of the event and
- Ensuring that activities conducted don't negatively impact the reputation of all associated parties.

Tennis NT is coordinating the tournament and Agentur is coordinating the entertainment and workshop program.

VENUE MANAGEMENT

Tennis NT is responsible for ensuring that the site (DITC) is well maintained and has no safety hazards prior to the event commencement.

EVENT ACTIVITIES

The event schedule for the entertainment aspect of the event will be as follows:

TIME	ACTIVITY
Thursday 8th August – Day 1	
10:00AM	Team Sign In – Gift bags & T-Shirts
12:00PM	Opening Ceremony <i>Smoking Ceremony, Welcome to Country, Speeches</i>
2:00PM	Ball Kids Trial sessions and Team Training sessions
5:00PM	Dinner
6:00PM	Cultural Exchange
Friday 9th August – Day 2	
7:30AM	Laughing Yoga for all participants and team staff
8:00AM	Breakfast for participants on site
9:00AM	Group 1 – Rotate through cultural workshops Group 2 – Tennis on site at DITC
10:30AM	Morning Tea for participants
12:00PM	Return to the Venue
12:10PM	Lunch for the Participants
1:00PM	Transport Group 2 to Leanyer Water Park
1:30PM	Aqua Park Safety Induction Group 1 – Tennis on site at DITC
2:00PM	Aqua Park activity
3:30PM	Afternoon Tea
4:00PM	Transport back to the Venue
5:00PM	AO Ball Kid activities
6:00PM	Dinner
7:00PM	Indigenous Music Performer
8:30PM	End of Day – Transport back to accommodation

Saturday 10th August – Day 3	
7:30AM	Laughing Yoga for all participants and team staff
8:00AM	Breakfast for participants on site
9:00AM	Group 1 – Tennis on site at DITC Group 2 – Rotate through Cultural Workshops
10:30AM	Morning Tea for participants
12:00PM	Return to the Venue
12:10PM	Lunch for the Participants
1:00PM	Transport Group 1 to Leanyer Water Park
1:30PM	Aqua Park Safety Induction Group 2 – Tennis on site at DITC
2:00PM	Aqua Park activity
4:00PM	Transport back to the Venue
4:30PM	Group 1 & Group 2 join at DITC Showdown Finals viewing and Animal Experience arrives on site for 5:00pm commencement. VIP Function in Café and Outdoors at DITC
5:00PM	Animal Experience onsite and Showdown Finals viewing continues.
6:00PM	Dinner for Participants at the Venue
7:00PM	Indigenous Music Performer
8:30PM	End of Day – Transport back to accommodation
Sunday 11th August – Final Day	
8:00AM	Breakfast for participants on site
9:30AM	Last playoff matches to be completed and All-In Fun Red Ball activities
11:00AM	Closing Ceremony and Trophy Presentations
12:00PM	Lunch
1:00PM	Team departures commence

KEY EXTERNAL STAKEHOLDERS

STAKEHOLDER OBLIGATIONS & DELIVERABLES

Key Stakeholders	Description	Obligation/Deliverables	Critical Interactions	Critical Resources within TA	Critical Resources within M&OP
e.g. Authorities	<i>e.g. Federal & State Government, Councils, traffic & transport departments</i>	<i>e.g. Provide operational parameters / guidelines according to local / state / federal legislation</i>	<i>*Insert Organisational Name*</i>	<i>e.g. Tennis Operations, Safety & Risk</i>	<i>e.g. Event operations, Marketing, Human Resources and Integrity and Compliance</i>
Food Vendors	<p>The food vendors are food businesses contracted to sell food/drink products at the Event.</p> <p>Please refer to the Stall Holder Requirements in Appendices G for more information.</p>	<p>All food vendors must be authorised to operate as a mobile food operator and provide a copy of their certifications.</p> <p>[Please see <i>Appendices H</i> for copies of the certifications]</p> <p>The event organisers are responsible for ensuring all the agreed upon terms are met.</p>	Agentur		
Entertainment Vendors	<p>The entertainment vendors are companies that have been contracted to provide activities at the event.</p> <p>[Please refer to the Stall Holder Requirements in <i>Appendices G</i> for more information]</p>	<p>All entertainment venues must sign the contractor induction and ensure that the activities being completed do not pose a risk to safety, reputation or finances.</p> <p>Where relevant vendors are to provide certification and details as requested by the event organisers.</p> <p>The event organisers are responsible for ensuring all the agreed upon terms are met.</p>	Agentur		

Emergency Services	The NT Police are the local law enforcement that ensure the safety and security of all constituents in the area.	The event organisers are obligated to inform emergency services that the event is occurring and provide details of the event.	NT Police, Fire & Emergency Services		
First Aid Services	First aid is required at major events to ensure medical assistance is easily accessible by all guests and the general public.	<p>The contracted First Aid Providers will deliver First Aid Services on the day of the event.</p> <p>The event organisers are obligated to provide relevant information (i.e. supervisor/participant medical concerns) on the event to ensure they can effectively complete their job.</p>	On site staff & Agentur		
Entertainers	The entertainers are those contracted to perform at the event.	Both the entertainers and event organisers are obligated to uphold all aspects of the agreed upon terms of contract.	<i>T.B.C</i>		
Security	Security is hired for the event to monitor the activities of patrons and the perimeter of the event to ensure the safety of all constituents.	The contracted security company is required to provide the agreed upon number of guards and to ensure that they identify and rectify any security breaches during the event.	On site staff & Agentur		
Electrical	The contracted electricians are responsible for ensuring that adequate security is provided and maintained for all activities held.	<p>The contracted electrical company is required to conduct safety tests and ensure that adequate power is provided for all activities.</p> <p>The event organisers are obligated to provide the electrician</p>	<p>Activities: Agentur</p> <p>Facility: Tennis NT</p>		

		with adequate information regarding technical requirements for the event.			
Audio Visual (AV)	The contracted AV companies are hired to construct and provide technical assistance for all performances and speeches.	<p>The contracted AV companies are required to have all appropriate licensing.</p> <p>The event organisers are obligated to provide the AV companies with specifications of their job prior to the event.</p>	Agentur		
Participant Catering	The catering companies are hired to provide lunch and dinner for participants across the event.	The contracted catering companies must ensure they uphold food safety standards and have the correct licensing to be able to work in a temporary setting.	DeeBee Catering		

EMERGENCY PREPAREDNESS

EMERGENCY PLANNING

Please refer to the appended “Event Emergency Management & Critical Response Procedures” and see appendices.

EMERGENCY SERVICES

The NT Police have been advised of the event and are aware of the size and scope at which we are operating.

MEDICAL & FIRST AID

First aid Qualified staff employed through Tennis Australia and Tennis NT will be onsite throughout the event. First aid supplies will be available on site for the 8th to the 11th of August 2024.

CROWD MANAGEMENT & SECURITY

CROWD & SECURITY

This years’ NITC is not delivering an open & public music event. All events and activities are being delivered to the participants involved.

Additional security staff will be employed for the Event. An accreditation process will be required for parents/guardians wishing to attend and support their children who are participating.

General public will not be permitted access to the facility throughout the event.

Access to the venue will only be available through reception at DITC. The reception area will be staffed at all times and any external visitors/contractors will be asked to sign in.

TRAFFIC MANAGEMENT

Parking will be available throughout the event in the carpark at DITC.

Transport drop off and pick up zones will be clearly marked on venue maps which will be distributed to all participants and staff, as well as clearly displayed around the venue.

ASSURANCE & INSURANCE

INSURANCE

Insurance provides an important financial risk transfer strategy for event stakeholders and is an invaluable layer of protection against loss incurred from adverse events. It is important that all key stakeholders to the event carry their own relevant and current insurance through a recognised insurer.

PUBLIC LIABILITY INSURANCE

Public liability insurance protects the insured against loss resulting from the damage to person or property.

All relevant stakeholders (including contractors, suppliers, and other relevant persons) to event shall carry current public liability insurance at the time of the event with an APRA-approved insurer. All public liability policies shall be limited to at least AU\$20M.

TENNIS AUSTRALIA INSURANCE CERTIFICATES

Stakeholder	Type of Cover	Insurer
Tennis Australia	Public Liability Insurance (\$30M)	Sportscover Australia Pty Ltd
Tennis Australia	Public Liability Insurance (\$30M)	Sportscover Australia Pty Ltd
Tennis Australia	Public Liability Insurance (\$10M)	Sportscover Australia Pty Ltd
Agentur		

See *Appendices C* for all Certificates of Currency

CONTRACTORS & SUPPLIERS INSURANCE CERTIFICATES

See *Appendices H* for all Certificates of Currency

INFORMATION, INSTRUCTION & PLANNING

STAFF TRAINING

Event staff will be required to be familiar with the Tennis NT Emergency Management Plan and its requirements.

Event and team staff will be inducted to the venue and will be familiar with all important and relevant locations.

Event staff and Tennis NT staff will be required to be certified in First Aid and CPR

CONTRACTOR INDUCTIONS

All contractors working the event shall be inducted, so as to ensure they are familiar with Tennis Australia workplace health and safety policies and procedures, and so they can work in the environment without risk to themselves and others. See *Appendices I* for all a copy of the Contractor Induction.

MANAGEMENT OF CONTRACTORS

SERVICE AGREEMENTS / CONTRACTS

All contractors working at the event, must conform the Tennis Australia Supplier Policy.

CONTRACTOR INDUCTIONS

All contractors regardless of their service type, must complete the site contractor Induction prior to the commencement of any work. See *Appendices I*.

RISK ASSESSMENT

All contractors undertaking works onsite must provide Safe Work Method Statements specific to the task / activity in accordance with the Work Health and Safety Regulations NT (2011) and the Tennis Australia Contractor Management Procedure.

The SWMS shall be reviewed and approved by Event Operations prior to the commencement of any activities, in accordance with the Tennis Australia Contractor Management Procedure.

QUALIFICATIONS, CERTIFICATIONS

Contractors engaged to undertake work which requires specialised certifications / qualifications, shall provide copies of these certifications / licences to Tennis Australia prior to the commencement of any work.

INSURANCES

All Contractors / Suppliers working at the event must provide valid and current Certificates of Currency for the following Insurance:

- Products and Public Liability Insurance (>20 million)
- Workers Compensation Insurance

AMENITIES, FOOD & BEVERAGE

FOOD & BEVERAGE

The Event will be alcohol free for the duration. Non-alcoholic beverages and snacks will be available to purchase over the counter at the Darwin International Tennis Centre. All other food will be provided through the caterer selected by Agentur.

TOILETS

The Darwin International Tennis Centre has the following toilet facilities. For males there are 2 toilets and 10 urinals, for females there are 6 toilets, and there is 1 standalone unisex PWD bathroom.

WATER BUBBLERS

Numerous water bubblers located in public thoroughfares.

SMOKING

Smoking is not permitted within the venue. Those wishing to smoke may step out of the venue to do so before re-entering.

SPECIAL NEEDS GROUPS

Auslan interpreter to be provided for deaf or hard of hearing attendees. Access ramps available to Show Court and behind Courts 1 & 2 in order to access the club house area.

WASTE MANAGEMENT

Additional 240L waste and recycling bins have been organised through Cleanaway. They will be emptied daily prior to the commencement of the day's activities.

CASH SECURITY & EFTPOS

Activities occurring on site will be free to the public or pre-purchased negating the responsibility of Agentur or Tennis NT to put in place a cash handling policy.

WEATHER

The weather forecast for 8th – 11th of August 2024 is predicted as follows:

DAY	Thursday 8 th	Friday 9 th	Saturday 10 th	Sunday 11 th
MIN/MAX TEMPERATURE (°C)	20°/33°	20°/33°	19°/34°	20°/33°

The event will take place in the event of rain unless otherwise advised. The event has undertaken preventative measures to ensure the reduction in risk of UV exposure. Including but not limited to, sunscreen available across the venue, additional shade structures, activities being conducted in shaded areas where possible, and adequate access to water through water bubblers.

EVENT RISK MANAGEMENT

RISK MANAGEMENT PROCESS

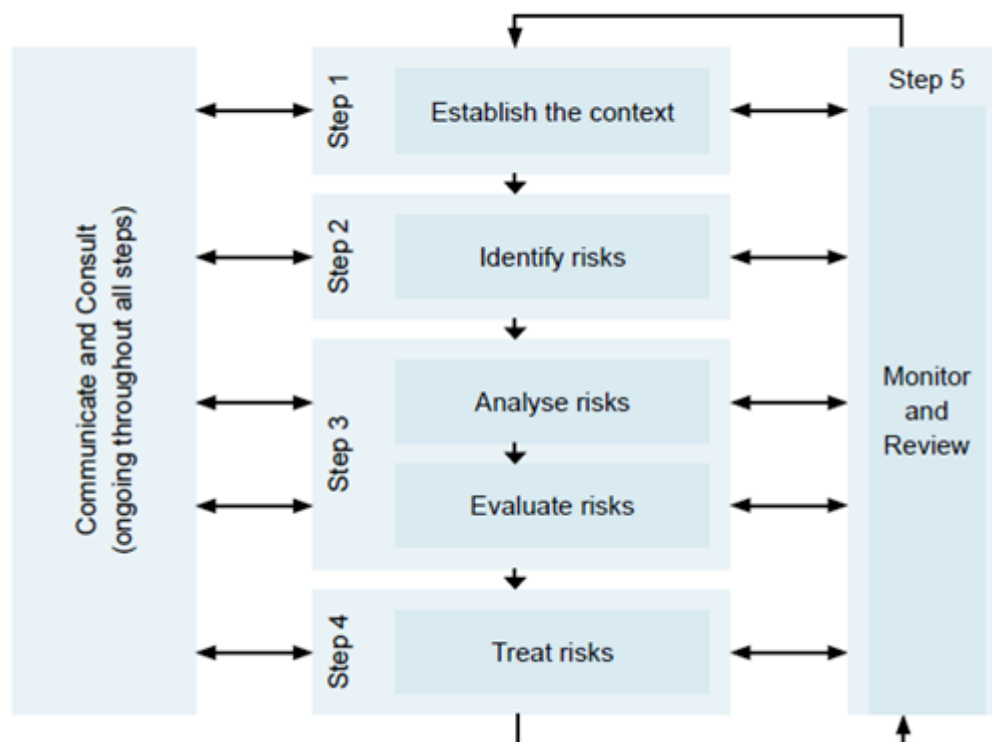
The event adopts the best practice risk management process as outlined in ISO/AS/NZS 31000:2009 (Risk Management – Principles and Guidelines) and Australian Standard AS/NZS 4360-2004 (Risk management).

The adopted risk management process can be best summarised as:

Establish the Context – Understanding the context and the environment in which TA operates so as to be able to recognise the source and cause of adverse events whilst seizing upon identified opportunities.

- Identify the Risks – The process of determining what, where, when, why and how something could happen.
- Analyse the Risks – Understanding the likelihood and impact/consequence of the risk.
- Evaluate the Risk – Assessing the risk exposure, against a defined set of criteria including a current control assessment.
- Treat the Risk – Process of selection and implementation of measure to modify risk to an acceptable level.
- Monitor and Review – To check, supervise, observe critically or measure the progress of an activity, action or system on a regular basis in order to change from the performance level required or expected.
- Communicate and Consult – Communicate and consult with internal and external stakeholders as appropriate at each stage of the risk management process and concerning the process as a whole.
- The methodology for the management of risk can best be illustrated in the following process diagram:

RISK MANAGEMENT PROCESS



RISK ASSESSMENT

At the core of the risk management process is the risk assessment. Risk assessment incorporates the process associated with risk identification, risk analysis and risk evaluation. It provides an objective assessment of the risks faced by the Event and enabled the organising committee to develop a prioritised Risk Register so that resources can be directed to areas of most need.

ESTABLISH THE CONTEXT

Establishing the context is crucial to the risk management process. It defines both internal and external considerations to be taken into account when managing the risk and developing the Risk Register.

Some external environment considerations taken into account were:

- The cultural, social, political, legal, regulatory, financial, technological, economic, natural, and competitive environment, international, national and local implications.
- Key issues and trends having an impact on the objectives of event, and
- Relationships with and perceptions and values of external stakeholders.

Some internal environment considerations taken into account were:

- Governance, TA structure, roles, and responsibilities,
- Policies, objectives, and strategies to achieve,
- Organisational capability,
- Information systems, flows and decision making processes (formal and informal),
- Internal relationships and stakeholders, and
- TA's culture.

IDENTIFICATION OF RISKS

Risk identification is the process of finding, recognising, and describing risks identified which could impact the event.

Risks populated on the Risk Register were identified through various means, including but not limited to:

- Site Overlay,
- Strategic plans,
- Event Projects,
- Environmental scans,
- Past incident reports,
- Media reports,
- Research and consultation,
- Consultation with working groups,
- Stakeholder feedback,
- Event experience (including data and trend analysis), and
- Post Event debriefs.

ANALYSE THE RISKS

Analysis of each identified risk was undertaken using a likelihood and consequence evaluation. For each risk the Likelihood Table descriptions were crossed matched with the Consequence Table descriptions, to give an overall risk rating score as per the Risk Matrix.

LIKELIHOOD TABLE

LIKELIHOOD	DESCRIPTION	FACTOR	
FUTURE UNCERTAINTY / RISK	Almost Certain	Is expected to occur	10
	Likely	Probably occur in most circumstances	6
	Possible	Occurrences have occurred within the previous 12 months	3
	Unlikely	Could occur at some stage	1
	Rare	May occur in exceptional circumstances	0.3

CONSEQUENCE TABLE

CONSEQUENCE	OHS	FINANCIAL	PROJECTS	OPERATIONAL DISRUPTION/ SERVICE DELIVERY	IMAGE & REPUTATION	LEGAL & COMPLIANCE	FACTOR
CATASTROPHIC	Multiple fatalities Significant irreversible effects to many people	>\$1M	Project cannot be completed. Project delay of >2 months Catastrophic delays for other dependent projects	Unable to service clients. Business ceases to operate	Prolonged international media attention. Multiple major sponsor embarrassment	Potential jail terms. Substantial fines. Major litigation	100
MAJOR	Single fatality Severe irreversible effects to one or more people	\$200k	Project delay of >1 month Major delays for other dependent projects	Major disruptions and delays to business operations	One-off international media attention. Single major sponsor embarrassment	Significant prosecution and fines. Serious litigation	30

MODERATE	Moderate reversible effects Temporary impairment to one or more persons	\$10k	Project delayed by <1 month Moderate delays for other dependent projects	Moderate delays and impact on business operations	National media attention. Sponsor raises major concerns. Some impact on reputation	Serious breach of regulation. Prosecution and and/or moderate fine possible. Legal proceedings	10
MINOR	Reversible Injury or illness requiring first aid treatment	\$5k	Project delayed by >1week Minor delays for other dependent projects	Contained on site. Minor disruption to business operations	Local media attention. Sponsor raises minor concerns	Minor legal issues. Minor non-compliance or regulatory breaches	3
INSIGNIFICANT	No medical treatment required	<\$1k	Minimal delay of <1week No delays for other projects	Minimal disruption to business operations	Little media concern. Few sponsor issues	Low level legal issue	1

RISK MATRIX

	ALMOST CERTAIN	LIKELY	POSSIBLE	UNLIKELEY	RARE
CATASTROPHIC	EXTREME 100	EXTREME 60	HIGH 300	MEDIUM 100	MEDIUM 30
MAJOR	HIGH 300	HIGH 180	MEDIUM 90	MEDIUM 30	LOW 3
MODERATE	MEDIUM 100	MEDIUM 60	MEDIUM 30	MEDIUM 10	LOW 3
MINOR	MEDIUM 30	MEDIUM 18	LOW 9	LOW 3	LOW 0.9
INSIGNIFANT	MEDIUM 10	LOW 9	LOW 3	LOW 1	LOW 0.3

EVALUATE THE RISKS

Once the risk level was established, risk control plans were brainstormed and initiated in accordance with the following hierarchy of controls:

1. Terminate – Avoid the Risk

By deciding not to start or continue with the activity that gives rise to the risk (where this is practicable). Risk avoidance can occur inappropriately if individuals or organizations are unnecessarily risk averse. Inappropriate risk avoidance may increase the significance of other risks or may lead to the loss of opportunities for gain.

2. Treat – Reduce the Risk (Risk Controls)

Changing the likelihood (prevention) of the risk, to reduce the chance of an adverse event. Changing the consequences (mitigation), to reduce the extent of the losses, should the event occur.

3. Transfer – Contract and/or Insurance

This involves another party or parties bearing or sharing some part of the risk, preferably by mutual consent. Mechanisms include the use of contracts, insurance arrangements and organizational structures such as partnerships and joint ventures to spread responsibility and liability.

Generally, there is some financial cost or benefit associated with sharing part of the risk with another organization, such as the premium paid for insurance. Where risks are shared in whole or in part, the organization transferring the risk has acquired a new risk, in that the organization to which the risk has been transferred may not manage the risk effectively.

4. Take – Retain the Risk

After risks have been changed or shared, there will be residual risks that are retained. Risks can also be retained by default, e.g. when there is a failure to identify or appropriately share or otherwise treat risks.

Based on the level of residual risk (>300) the event Enterprise-wide Risk Management framework requires formal notification to occur to the organisations Audit and Risk Committee for consideration.

RISK DEFINITION	RISK SCORE RANGE	AS LOW AS REASONABLY PRACTICABLE	RISK REPORTING LEVELS
EXTREME	≥ 300	Unacceptable	TNT & Functional Managers, TNT CEO, TNT Board
HIGH	≥ 100 - <300	Undesirable	TNT & Functional Managers, TNT CEO
MEDIUM	≥ 9 - <100	Tolerable	TNT & Functional Managers
LOW	<9	Broadly Acceptable	All stakeholders

RISK TREATMENT PLANS

Specific actions, activities, policies, procedures or other controls that are required to manage the risk were assigned and the Risk Register used to monitor the status of any action plans.

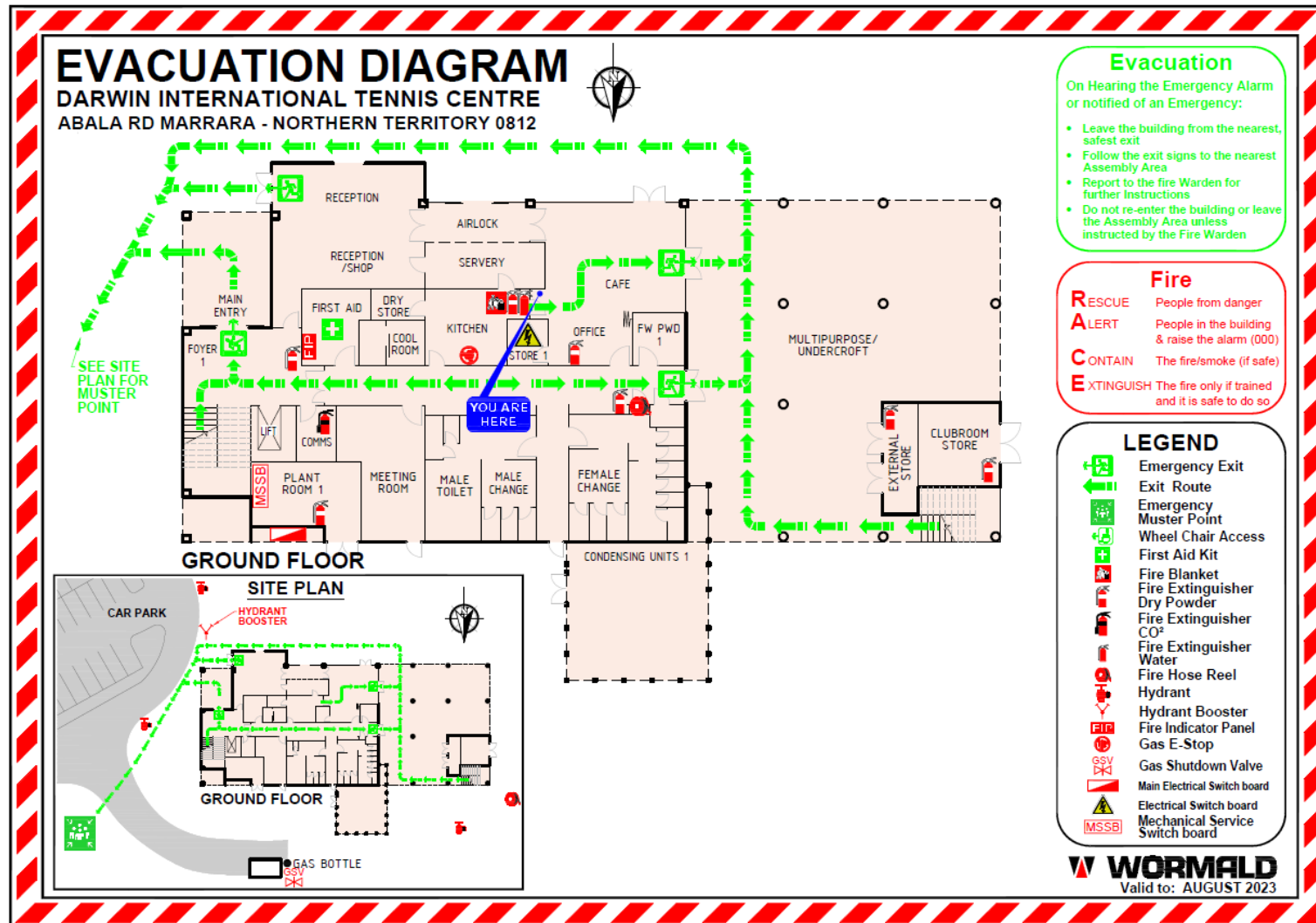
MONITORING & REVIEW

Site Inspections, Audits and the Incident and Hazard Management Procedure will capture risk control failures and/or weaknesses.

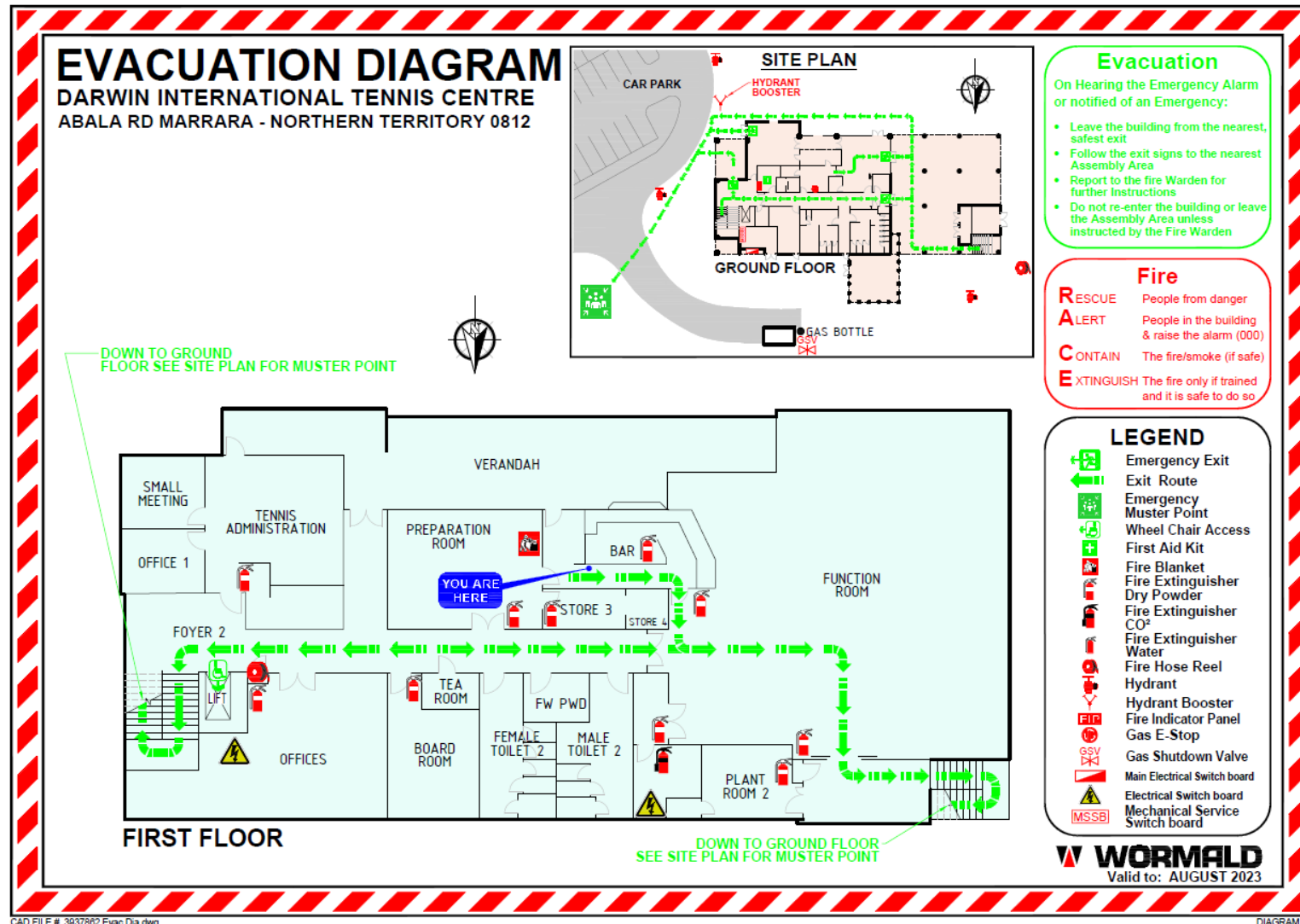
Throughout the event the Risk Register shall be updated with new risks identified or changes to existing controls as required.

See *Appendix_ Review Form* for Stakeholders and Participants review.

VENUE MAP / EVACUATION PLAN – GROUND LEVEL



VENUE MAP / EVACUATION PLAN – FIRST FLOOR



APPENIDX A – EVENT MANAGEMENT TEAM CONTACTS

ROLE	NAME	CONTACT
EVENT MANAGERS	Tania Tandora	0466 580 369
	Sam Giess	0421 411 664
DUTY OF CARE CONTACT	Mel Laird	0403 017 429
MEDIA / PR COORDINATOR	Camille Russo	0479 198 724
COMMUNICATIONS	Breanna Hassam	0401 265 882
TENNIS LEAD	Ben Dew	0466 571 776

TEAM	MANAGER'S NAME	CONTACT
TENNIS VIC	Adam Watson	0414 701 038
	Kayla Ryan	0439 570 105
TENNIS QLD	Rebecca Herbert	0411 762 344
TENNIS NSW	Nikita Sayle	0433 914 143
TENNIS SA	Luke Doughty	0481 900 442
TENNIS TAS	Simon Audfer-Heide	0466 945 186
TENNIS ACT	Harrison Frater	0448 664 003
	Sarah Finzi	0424 120 152
TENNIS NT	Nicky Mayer	0407 460 487
	Alex Capill	0427 999 452
TENNIS WEST	Radu Vaidean	0452 133 585



Tennis acknowledges the Traditional Custodians of the land on which we work, rest and play, and pay our respect to Elders past and present.