



# **Christmas by Starlight 2023 Staff and Volunteer Information Pack**

Norm Price Park – Redland Showgrounds  
Long Street, Cleveland

Saturday 16 December 2023

Communication, Engagement and Tourism Group  
Redland City Council  
PO Box 21  
CLEVELAND QLD 4163

## Overview of event

Christmas by Starlight will light up Redlands Coast on Saturday 16 December 2023 at Redland Showgrounds to ring in the festive season with performances by some of Australia's most renowned singers and entertainers.

Hosted by Redland City Council, Redlands Coast's largest free community event will feature some of our finest local talent alongside national entertainers.

Gates open from 3pm with non-stop entertainment throughout the afternoon and evening. The event will end at around 8.30pm.

There will be plenty of food trucks and drinks and merchandise stalls, as well as children's rides and activities. Although entry and rides are free, we encourage attendees to get into the Christmas spirit and make a gold coin donation to support *Diner en Rouge – Fundraiser for those affected by Domestic and Family Violence*.

Christmas by Starlight is an alcohol-free event.

## Event location and site layout

Christmas by Starlight will be held at Norm Price Park – Redland Showgrounds.

There are three event entry plazas for the general public. Security personnel at these plazas will conduct random bag checks to ensure no alcohol, glass or prohibited items are brought onto the site.

Food and beverage vendors, information stalls and children's rides and activities will be onsite. The main site map is located at **Appendix 1**.

The site map designates the location of roads, emergency vehicle access, car parking, emergency assembly areas, first aid area, food and beverage stalls, amusement operators, amenities, toilets, audio equipment, screens and stage area.

All vendors and amusements will have a designated area for this event and will be placed on arrival. Please review the vendor layout map and vendor site requirements. Sites have been chosen based on requirements for power, water and use of gas. The site location is not negotiable but is subject to change by Redland City Council officers as required.

Vendor site layout **Appendix 3**.

## Key contacts

|  |                    |
|--|--------------------|
| Event Director – Jeannine Meyer  | 0436 637 424       |
| Event Manager - Stephanie Brierley   | 0439 165 657       |
| Site and Operations Manager - Kelly Ede  | 0481 095 741       |
| First Aid – (1300 Medics)  | Via First Aid tent |
| Security Supervisor – Luke Essex (ANSIC)   | 0418 949 655       |
| Electrician – Alex Boyle (ARB Electrical)  | 0430 069 165       |
| <b>Event Assistance Hotline:</b><br>(Use this number for general event enquiries on the day and lost children) | 3383 3066          |

# How to get to and from the event

## By private vehicle

Some general parking will be available within the grounds subject to weather via Gate 4 (touch club entrance). Public parking will also be on Long Street, Smith Street and surrounding streets.

Staff and volunteer parking is available via Gate 4 on Long Street and is a very short walk to the event entrance. Please note this parking area will not open until 1pm. Staff and volunteer parking before this time can use the parking via Gate 1 on Smith Street and will need to walk through to Front of House. You are also welcome to find street parking before this time. Redland Museum volunteers will park via Gate 1 on Smith Street and access the museum via their side door. A parking pass is located at **Appendix 4**.

## Quick drop-off and pick-up zone for private vehicles

Staff and volunteers being dropped and collected in private vehicles can use the quick drop off area located out the front the Plaza entrance on Long Street, Cleveland. Please note main gates do not open before 3pm so staff and volunteers should proceed to Gate 3 near Tennis Courts for access before this time.

## Rest rooms

The event space at Norm Price Park – Redland Showgrounds has permanent facilities that will be managed by an attendant from SPS Services. Portable toilets will also be available, and an attendant onsite managing regular cleans and restock from Kennards.

## Water

Vendors are required to be self-sufficient with water. No water can be supplied to any stalls. Drinking water is available to the public from water stations located at the event. Water is available for purchase at most food stalls. Staff and volunteers have access to water from the info tent and rest area but encouraged to use the water refill stations also. A list of vendors is located at **Appendix 3**.

## First aid

A first aid station will be located near the Touch Football Club. First aid officers from 1300MEDICS will be in attendance throughout the event. For any first aid incident please report this to the info tent immediately so it can be logged, and emergency service access provided if needed. In the event of an incident requiring paramedics please phone 000 first.

## Security and Police

There will be police officers and security guards onsite for the duration of the event. If you need to contact security, please see the contact list at the front of this kit. Lost and found will be located at the Redland City Council Information Tent next to the first aid tent. Please hand any lost property into here. For lost children please do not move them from their location and send someone to get security. The procedure is that a security guard with blue card will stay with them until their parent is located. Wristbands are available from entry plazas for parents to write their name and number.

## Evacuation procedures

In the event of an emergency, all staff and volunteers should be in high vis and start directing guests in an orderly manner to their nearest exit and then to the evacuation area. Please follow Redland City Council Evacuation directions, Evacuation routes and emergency assembly points which are outlined in the Evacuation and emergency site map **Appendix 2**.

## On arrival

On arrival at Norm Price Park – Redland Showgrounds staff and volunteers should park using street parking before 1pm or Touch Field parking after 1pm and then enter via Entry Gate 3 on Long Street (next to the tennis courts). A Redland City Council traffic controller will

be at this gate. Before commencing any tasks please proceed to the Redland City Council info tent near event entry point 'C'.

## Bump in/out

Please be aware there is no vehicle movements allowed from the hours of 2pm to 9pm on Saturday 16 December. It is expected that the event will conclude around 8.30pm. Vendors and staff will be advised by Redland City Council officers when vehicles can be moved for bump out. If any staff or volunteers witness vehicles moving with these times, please direct them to stop immediately and seek help from security (with exception to emergency vehicles that can be walked in)

## Backstage

Performing artists, production crew and RCC event staff only will have access to the backstage area. Security personnel will man the access gate to backstage. Redland Museum staff have access to the performer parking area but are not to access the BOH marquee and should go directly to the Museum side entrance.

## Breakdown of event

The schedule for the event is as below.

| <b>Saturday 16 December</b> |  |
|-----------------------------|--|
| From 9.00am                 | Vendors arrive and set up (no power till 10am)   |
| 10am                        | Electrician will plug in vendors and amusements – details in front of this info kit  |
| 9am – 2pm                   | Full concert run rehearsal – Site closed to public   |
| 2pm                         | Strictly no vehicle movement in the concert area after 2pm   |
| 2pm                         | Site Safety Briefing – ALL vendors, staff and volunteers to meet under plaza for full site briefing  |
| 3pm                         | Security officers and Police on-site during event<br>Gates Open and random bag checks conducted<br>Rotary staff have raffle tickets for property that cannot enter (left at owners risk)                                 |
| 3pm                         | Advertised time of event open<br>Kid's Zone activities open including non-mechanical rides and roving performers<br>Food and community stalls open for sales<br>Pre-show entertainment on stage from 4pm                 |
| 6pm                         | Christmas by Starlight Official Proceedings and Concert commences  |
| Approximately 8.30pm        | Fireworks display (dependant on weather and other conditions)  |
| 8.35pm                      | Event concludes and crowd starts dispersing  |
| 9pm                         | Bump-out commences – if safe to do so.<br>Vendors pack up and bump out<br>Overnight security to continue until 6am Monday 18 December (any vendor equipment left onsite is at owners risk, no power available overnight) |

## Staff and volunteer responsibilities

- Uniform during set up
  - Sun safe clothing (sleeves and long pants required)
  - Closed in flat shoes (preference for steel caps)
  - Wide brim hat, sunscreen, and water
- Uniform during event
  - Redlands Coast Navy Shirt with pants
  - Or
  - Redland City black polo shirt with pants

- Closed in shoes – flat.
- Vest will be supplied if needed.
- Volunteers should wear their volunteer uniforms and identification where possible.
- If you are entitled to a 30-minute break, please advise the information tent you are going on a break and ensure your position is filled during that time. Please note you are entitled to 30-minute break every five hours. Preference is that breaks are taken closer to 6pm where possible. For our volunteers you are welcome to take as many breaks as required throughout the event.
- There are snacks available from the staff/volunteer rest area tent and staff working will be provided meals via the info tent staff. Volunteers are welcome to utilise the staff rest area and have access to these snacks and water also. Volunteers will need to purchase their own more substantial meal if needed.
- Break out area is located behind the info tent.
  - No staff/volunteers should be in the info tent for breaks. Please keep this area clear and use the 6m x 3m marquee behind for staff/volunteer breaks.
  - Valuable items can be left in food bay one and must remain locked by info tent staff during event.
  - Bottled water is available at the info tent but we encourage you to use the water refill stations also
- Staff working on bump out:
  - **MUST** have a high vis vest for safety.
  - Walk vehicles in and out with minimum two people.
  - If operating vehicles or buggies stick to 5km/h and hazards and lights on
  - Advise other staff if needing to leave site, even briefly.
  - Sign out on completion of shift and return radio if applicable



# Appendix 1 - Site Map

## Christmas by Starlight – Saturday 16 December 2023 Norm Price Park - Redland Showgrounds



# Appendix 2 - Evacuation and emergency map

Christmas by Starlight – Saturday 16 December 2023

Norm Price Park - Redland Showgrounds



- BOH o  
(Product  
staff onl
- Car pa
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screen
- Halls n
- Entry g
- 1.8m fe
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- Backsta  
area
- Toilets
- RCC Sit



## Appendix 3 – Vendor site details

| Stall #                          | Business/Stallholder name                           | Arrival    | Size of Stall  | Front of stall | Vehicle onsite | Access points from power                | Gas    |
|----------------------------------|---|------------|----------------|----------------|----------------|---|--------|
| <b>FOOD STALLS</b>               |   |            |                |                |                |   |        |
| VENDOR AREA 1                    | Twisted Tasty Tatoes                                | 8am        | 6m x 3m        | 6              | Vehicle        | 3 x 15 AMP                              | YES    |
| VENDOR AREA 1                    | Italian Woodfired Pizza                             | 10am -11am | Other: 9m x 3m | 9              | Cold Room      | 1x 3 PHASE or 2 x 15 AMP and 1 x 10 AMP | YES    |
| VENDOR AREA 1                    | Brisvegans  | 12pm       | 6m x 3m        | 6              | Vehicle        | 1 x 15 AMP and 1x 10 AMP                | YES    |
| VENDOR AREA 1                    | Dinky D's Donuts, Shakes, Merlo Coffee              | 12pm       | 6m x 3m        | 6              | Cold Room      | 3x 15 AMP and 1x 10 AMP                 | NA     |
| VENDOR AREA 1                    | Good Time Diner                                     | 12pm       | 6m x 3m        | 6              | Vehicle        | 2x 15 AMP                               | YES    |
| VENDOR AREA 1                    | My Latino Fusion                                    | 12pm       | 6m x 3m        | 6              | Vehicle        | 2x 15 AMP                               | YES    |
| VENDOR AREA 1                    | Boost Juice Mobeel QLD                              | 12pm       | 8m x 3m        | 8              | Vehicle        | 2x 15 AMP                               | NA     |
| VENDOR AREA 1                    | LPG BUFFER  |            | 2m x 7         | 14             |                |   |        |
|                                  |   |            |                | <b>61</b>      |                |   |        |
| TOUCH CLUB                       | Redlands Touch Canteen                              | NA         | NA             |                | NA             | None                                    |        |
| VENDOR AREA 2                    | Tipple & Tamper                                     | 1pm        | 6m x 3m        | 6              | Vehicle        | 1x 15 AMP                               | YES    |
| VENDOR AREA 2                    | FRITZ'S WIENERS BRISBANE                            | 1:30pm     | 6m x 3m        | 6              | Vehicle        | 1x 10 AMP                               | YES    |
| VENDOR AREA 2                    | Fairy Floss Biz                                     | 1pm        | 6m x 3m        | 6              | Vehicle        | 2x 10 AMP                               | NA     |
| VENDOR AREA 2                    | Dippin' Dots Ice Cream                              | 1pm        | 6m x 3m        | 6              | Vehicle        | 1x 15 AMP                               | NA     |
| VENDOR AREA 2                    | Redlands Branch, Cancer Council Queensland (1 of 2) | 12pm       | 6m x 3m        | 6              | Vehicle        | 1 x 10 AMP and 1 x 15 AMP               | NA     |
| VENDOR AREA 2                    | LPG BUFFER  |            | 2m x 5m        | 10             |                |   |        |
| VENDOR AREA 2                    | Rotary Club of Cleveland Inc. (1 of 2)              | 12pm       | 4m x 2m        | 4              | Trailer        | None                                    | YES    |
|                                  |   |            |                | <b>40</b>      |                |   |        |
| VIP TENT                         |   | Friday     | 6m x 6m        | 6              |                |   |        |
| VENDOR AREA 3                    | House of Poffertjes                                 | 1:30pm     | 6m x 3m        | 6              | Trailer        | None                                    | YES    |
| VENDOR AREA 3                    | Rotary Club of Cleveland Inc. (2 of 2)              | 12pm       | 5m x 2m        | 4              | Trailer        | None                                    | YES    |
| VENDOR AREA 3                    | Outback Spirit Iced Tea, Juice & Bubble Tea         | 12:30pm    | 4.5m x 3m      | 4.5            |                | None                                    | No gas |
| VENDOR AREA 3                    | London Spuds Pty Ltd                                | 1:30pm     | 8m x 3m        | 8              | Vehicle        | None                                    | No gas |
| VENDOR AREA 3                    | Miss P's Icecream                                   | 1pm-1:45pm | 6m x 3m        | 6              | Vehicle        | None                                    | No gas |
|                                  |   |            |                | <b>28.5</b>    |                |   |        |
| <b>MARKET AND INFO STALLS</b>    |   |            |                |                |                |   |        |
| Plaza                            | Bowtiqueco  | 11am       | 3m x 3m        | 3              | Vehicle        | None                                    | NA     |
| Plaza                            | Butter Meets Sugar                                  | 12pm       | 6m x 3m        | 6              | Vehicle        | None                                    | NA     |
| Plaza                            | Nanna's Workshop                                    | 10am       | 3m x 3m        | 3              | Vehicle        | None                                    |        |
| Plaza                            | Redlands Branch, Cancer Council Queensland (2 of 2) | 12pm       | 6m x 3m        | 6              | Vehicle        | 1 x 10 AMP and 1 x 15 AMP               | NA     |
| Plaza                            | Soleley Unique                                      | 12:30pm    | 6m x 3m        | 6              | Vehicle        | None                                    | NA     |
| Plaza                            | The Craft Rebellion                                 | 12pm       | 3m x 3m        | 3              | Vehicle        | None                                    |        |
| Plaza                            | ATM2GO  | 1pm        | 3m x 3m        | 3              |                | 1 x 10 AMP                              | NA     |
| <b>AMUSEMENTS AND ACTIVITIES</b> |   |            |                |                |                |   |        |
| Plaza Grass                      | Affordable Rides - Rock Climbing Wall               | 12pm       | 12m x 8m       |                |                | None                                    |        |
| Plaza Grass                      | Affordable Rides - Giant slide                      | 12pm       | 30m x 6m       |                |                | None                                    |        |
| Plaza Grass                      | Community Connections - Adrenalin Rush              |            | 12m x 9m       |                |                | None                                    |        |
| Plaza Grass                      | Community Connections - Cars (Under 5's)            |            | 4.5m x 4.5m    |                |                | None                                    |        |
| Plaza Grass                      | Community Connections - Jurassic Park               |            | 9m x 9m        |                |                | None                                    |        |
| Plaza                            | Disaster Management                                 |            | 3m x 3m        | 3              |                | None                                    | NA     |
| Plaza                            | Redland SES   |            | 3m x 3m        | 3              |                | None                                    | NA     |
| Plaza Grass                      | PropHouse - Santa walkthrough                       |            | 9m x 9m        |                |                | 1 x 10 AMP                              |        |
| Plaza Grass                      | Fairy Lane - Face Painting                          | 13:30pm    | Two x 3m x 3m  |                |                | None                                    |        |
|                                  | First Aid Tent                                      | 8am        | 3m x 3m        |                |                | 1 x 10 AMP                              |        |
|                                  | RCC Tent  | 8am        | 3m x 3m        |                |                | 1 x 10 AMP                              |        |
|                                  | Staff holding area                                  | 8am        | 3m x 3m        |                |                | 1 x 10 AMP                              |        |
|                                  | Birkdale Scouts                                     | 8am        | 3m x 3m        |                |                | 1 x 10 AMP                              |        |
|                                  | Entry Plazas x 3 (CPC Productions)                  | Thursday   | 6m x 6m each   | 6              |                | None                                    |        |



# Appendix 4 – Parking Pass

Please display on your vehicle dashboard

# VOLUNTEER CAR PARK PASS

*Christmas by  
STARLIGHT*  
Norm Price Park  
Redland Showgrounds, Cleveland  
Enter Gate 4 to access Staff and Volunteer  
Parking area via Long Street, Cleveland

The map shows the layout of Redland Showgrounds. Smith Street runs vertically on the left, and Long Street runs horizontally at the bottom. At the top, Cleveland District State High School is marked with a green bar. Gate 1 is located on Smith Street. The Redland Museum is on Smith Street, with Gate 2 nearby. Gate 3 is located near Tennis Courts. Gate 4 is located near a Plaza and a parking 'P' sign. The event logo 'Christmas by STARLIGHT' is prominently displayed in the center of the map area.

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