



VICTORIA POLICE

Victoria Police Waiver Guidelines

Overview

In certain circumstances, Victoria Police will grant a full or partial fee waiver for the provision of police resources to eligible event organisers. Victoria Police largely provides policing services free of charge however, if resources are specifically assigned to a commercial event rather than being provided to the needs of the general community, police charges are then levied under the [Victoria Police \(Fees and Charges\) Regulations 2024](#) (the regulations).

Police charges are calculated to recover no more than the resourcing costs actually incurred in supplying the service. The User Pays (Event Management) Revenue falls under a net appropriation agreement between the Treasurer and the Minister for Police, pursuant to section 29 of the *Financial Management Act 1994*.

Public safety at a commercial event is a joint responsibility between the event organiser and police. When hosting a commercial event, an event organiser has primary responsibility to provide adequate measures to ensure the safety of event participants, spectators and the general public. Organisers may be eligible to a fee waiver, for example, where they can demonstrate the imposition of police charges would threaten the viability of the event or its staging in Victoria.

Required timeframes

When planning an event, organisers must notify Victoria Police at the earliest opportunity, but no less than 12 weeks before the proposed date of their event. Event organisers must contact either the State Event Planning Unit at Victoria Police via STATEEVENTS-OIC@police.vic.gov.au or inform their local police station.

A waiver application should then be submitted six weeks prior to the event date, along with any supporting documentation (detailed below).

If event organisers provide less than 12 weeks notice, they are required to outline on the waiver application form why they were unable to notify Victoria Police earlier.

If event organisers have not notified Victoria Police in a reasonable timeframe or at all, they are still eligible to submit an application however, chances of receiving a full waiver may be reduced.

Waiver eligibility

Waivers may be granted when an event organiser can demonstrate that there is a threat to the viability of the event proceeding (or will operate at a loss) if police charges are imposed. Event organisers may also apply for fees to be waived when an event is of benefit to the Victorian community, strengthens social cohesion or enhances community resilience.

Other factors that may be considered by Victoria Police when determining a full or partial waiver application can include whether:

- there is an economic, social, cultural, or other public benefit

- there is economic benefit to a region
- organisations have not-for-profit status
- events are charitable in nature
- there is financial hardship or the organisation has insufficient resources to meet associated costs
- the event is free of charge to spectators
- the event organisers has received local, state or private funding grants, and the amount
- a commercial benefit is derived from the use of police services
- the event will not be viable if full police charges are levied
- there are factors beyond the event contributing to the need for increased police attendance, including a heightened terrorism threat, or increased and unforeseen public presence caused by other events (which would not be charged to the event organiser)
- adverse extreme weather or an unforeseen emergency has affected the number of people attending the event

How to apply for a waiver

The waiver application form can be found on the [Victoria Police \(Events\) webpage](#). The application form must be filled out in full for applications to be considered.

Equally, in exceptional circumstances where police have been notified by the event organiser but were unable to provide a quote ahead of the time, event organisers will have strong grounds for a successful waiver.

Supporting documents

Supporting documentation on a waiver application should include:

- copies of the articles of association (constitution) of the organisation
- copies of the organisation's audited accounts
- the financial plan of the event; and
- additional supporting documents of relevance

Waiver application process

1. Event organisers must contact the State Event Planning Unit at Victoria Police or the police station where the event is being held no later than 12 weeks prior to the proposed date of an event. The event organiser will then be contacted by a resource in the planning unit or the host region in the planning stage.
2. The User Pays Unit will then provide organisers with a quote, cost agreement and cost waiver application details within 10 business days of receiving notification.
3. A waiver application should be submitted six weeks prior to the event date, along with any supporting documentation (such as demonstration of financial hardship or community benefit as outlined above) to the User Pays Unit (SESC-USERPAYS-MGR@police.vic.gov.au). However, it is acceptable for event organisers to apply for a

waiver after receiving the invoice post event, as on occasion there is variance between the amount quoted and the resources required, although this is often marginal. If a waiver application is submitted after an event, organisers should reference their reason within the application.

4. A waiver application can also be submitted after an event where extraordinary or unforeseen circumstances, including extreme weather, affects it.
5. If a quote is provided by Victoria Police less than six weeks before an event, organisers should submit a waiver application as soon as reasonably possible and reference any reason for the delay in the application, including delay in receiving a quote from Victoria Police.
6. User Pays Unit will review the waiver application and within **10 business days**:
 - a. if all supporting documentation has been provided, the User Pays Unit will then register the application and issue an acknowledgement of receipt to the event organiser; or
 - b. if the application is incomplete, contact the event organiser to provide further details.
7. Within **20 business days** of issuing an acknowledgment pursuant to paragraph 5(a), the waiver application must be assessed, and a Letter of Outcome issued:
 - a. where a waiver application is approved, event organisers will receive the Letter of Outcome and the waived fees will be reflected in the invoice organisers receive after the event; or
 - b. where a waiver application is rejected, the issued invoice and its payment terms remain applicable. An event organiser can request a reasonable extension of the payment terms, if necessary.
8. Once an invoice is received it must be paid within the timeframe stipulated. Victoria Police terms of payment are generally within 30 days of receipt of invoice.

Full or partial waivers

Whether an event organiser is eligible for either a full or partial waiver is dependent on the event. For example, if an event organiser is hosting an event and applied for a waiver because the event is charitable in nature but only a very small portion of the profit will be provided to charity, the Chief Financial Officer will take this into account when deciding the percentage of fees waived.

Whether an event organiser receives a full or partial waiver (and the amount of a partial waiver) is decided at the discretion of the Chief Financial Officer.

Waiver renewal

Waiver determinations are specific to each event and rest on the merits of the application and whether applications meet eligibility criteria.

Event organisers are still required to apply for a waiver despite being eligible on previous occasions. Where a waiver is approved for a specific event, Victoria Police may choose to

grant automatic renewal for the same event held in subsequent years. If the circumstances of the event and/or funding arrangements of the event change materially, Victoria Police reserves the right to revoke the previous waiver.

Review process

Dissatisfaction alone with the outcome of a waiver application is not grounds for review. If a waiver application is submitted before an event and declined but circumstances arise where there was a significant impact to the event (such as extreme heat or force majeure that resulted in loss of ticket sales and refunds), an event organiser may submit a new request with supporting documentation which Victoria Police will review.