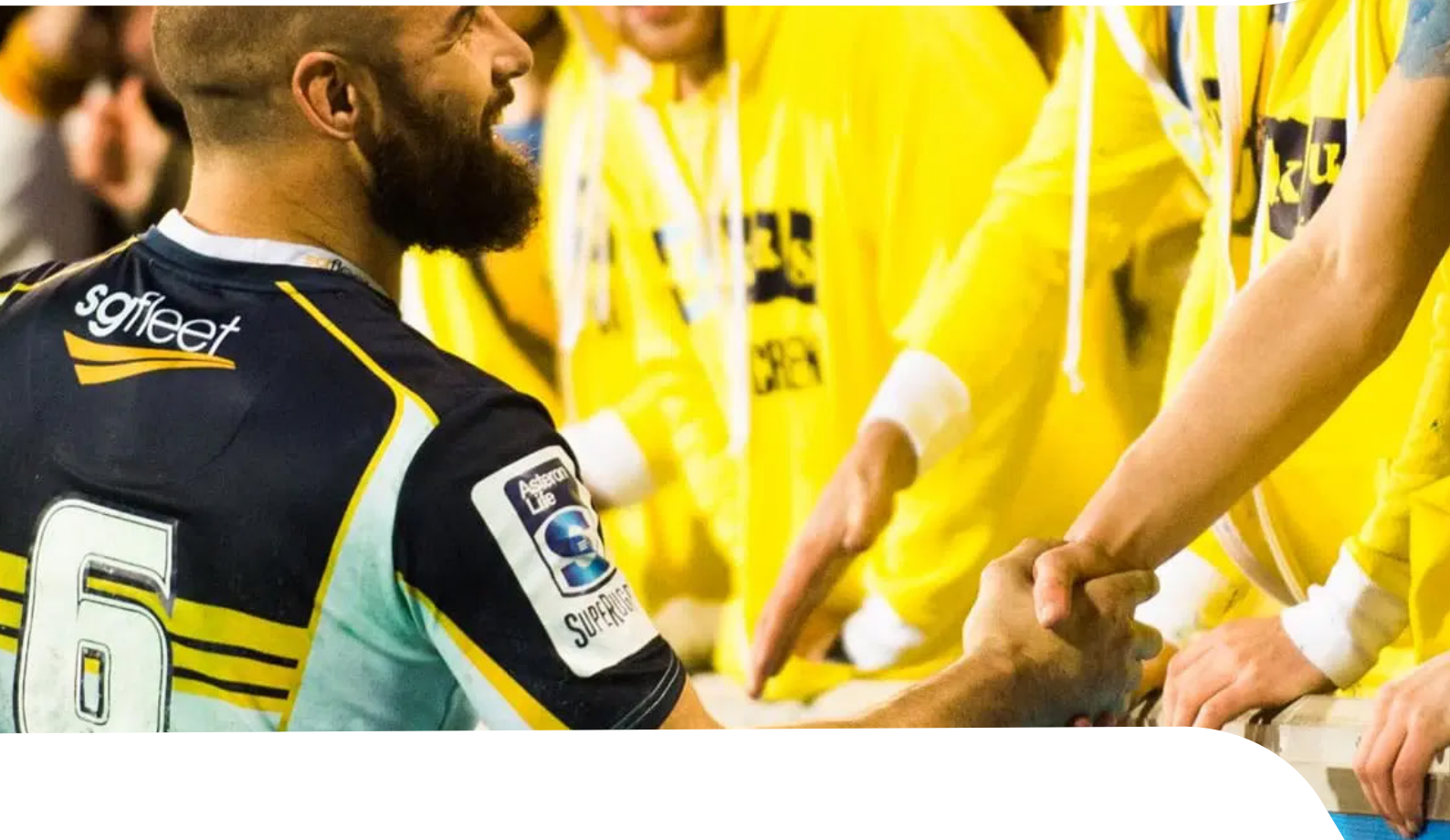




Enhancing Inter-Venue Command and Control with Venues Canberra



Partnering with High-regulation Government Venues

Venues Canberra is a government agency responsible for managing three of the ACT region's most prominent public venues: GIO Stadium, Manuka Oval, and Exhibition Park in Canberra (a.k.a. EPIC). These sites differ significantly in size, function, and risk profile – but as Government-owned venues, all must meet the absolute highest standards of safety, compliance, and operations. In 2023, Venues Canberra initiated a tender process for a unified command and control solution capable of integrating incident management, workforce coordination, and regulatory reporting across its full asset portfolio. Chronosoft was awarded the contract, marking the beginning of a transformational multi-venue partnership.

The Challenge:

Fragmented Systems, Inconsistent Processes

Prior to engaging Chronosoft, Venues Canberra faced several operational and compliance challenges:

- **No Centralised System:** Each venue operated in functional silos with no standardised, high-level incident management process. Incident data, if recorded, was collected inconsistently, often manually, and was difficult for management to retrieve or cross-reference.
- **Staff Mobility Constraints:** Operational staff were unable to move fluidly between venues due to differing procedures and tools. This hindered rostering flexibility and contributed to inefficiencies.
- **Escalation Gaps:** The organisation lacked a clear framework for incident escalation, notification, and multi-agency coordination. This posed a risk to both compliance and public safety.
- **Venue-Specific Complexities:** EPIC required accommodation for camping and wide-area monitoring; GIO Stadium demanded fine-grained crowd tracking across multiple seating tiers; Manuka Oval, though smaller, required robust support for sport-related operations.

These challenges culminated in the need for a unified, compliant, and highly adaptable system; one that would not only integrate across venues but also elevate the effectiveness of Venues Canberra's incident management and workforce coordination.

The Solution: A Unified Command and Control Ecosystem

Chronosoft delivered a bespoke deployment that addressed the unique demands of each venue while establishing a consistent operational backbone across the entire Venues Canberra portfolio.

1. Interoperable Incident Management

A unified digital platform was deployed across all three venues, consolidating incident logging, notifications, mapping, and reporting. Key features included:

- **Multi-layer Venue Mapping:** From multi-tier seating at GIO Stadium to dispersed outdoor precincts at EPIC, Chronosoft's systems enabled real-time spatial tracking and incident mapping.
- **Scalable Configurations:** Venue-specific terminology and processes were integrated into the system, ensuring familiar workflows while maintaining enterprise-wide standards.
- **Integrated Forms and Alerts:** Custom forms, real-time alerts, and automatic escalation protocols ensures no event (whether minor or major) falls through the cracks.

2. Workforce Coordination Across Venues

Chronosoft enabled centralised staff rostering, movement, and tracking across venues. Operational teams could be assigned to different sites seamlessly, with their access levels and workflows adapting accordingly. This not only increased staffing flexibility but also reduced administrative overhead and training duplication.

3. Dynamic Compliance and Reporting

Chronosoft configured automated, auditable reporting mechanisms that addressed both internal oversight and government compliance requirements. Custom forward-facing templates allowed for easy data extraction and submission to relevant agencies. During complex events like Summernats at EPIC, additional systems can be layered onto incident reports to allow for more insights and coordination across internal teams and external providers.

4. Ongoing Enhancements and Support

Chronosoft's commitment to continuous improvement was exemplified in its proactive migration of Venues Canberra to an updated software platform midway through the contract. This upgrade provided enhanced interfaces, better user views, and faster access to dynamic data, all without any additional licensing requirements.



The Results: Cohesive, Compliant, and Scalable Operations

Since implementation, Venues Canberra has achieved significant improvements in operational coordination, compliance transparency, and staff performance. Notable outcomes include

- **41% Reduction in Incident Reporting Time:** Streamlined workflows and digital forms replaced manual processes, significantly speeding up the time from incident occurrence to documentation.
- **68% Increase in Staff Flexibility Across Sites:** Centralised rostering and adaptable access levels allowed staff to shift across venues without retraining or reconfiguration.
- **Improved Compliance Confidence:** Automatic audit trails, role-based access control, and templated agency reports simplified compliance management across diverse event types.
- **Faster Multi-Agency Coordination:** With custom notifications and real-time logs, collaboration with external emergency services has become more efficient and better documented.

"Working with Chronosoft has allowed us to completely rethink how we operate as a multi-venue organisation. Their platform gave us the structure we needed, while still being flexible enough to adapt to the specific challenges of each site. It's transformed not only our incident response but how we plan, staff, and report."

- Adam Gray, Senior Director of Safety, Security & Emergency Management

| Key Takeaways for Other Venue and Government Operators

Venues Canberra's experience underscores the value of investing in a unified incident and workforce management system, especially for multi-site government entities. Flexibility without sacrificing consistency was the core strength of Chronosoft's approach. By embedding configurable technology into each layer of operations, Venues Canberra gained more than just a digital toolset: it gained a new operational mindset.

Key takeaways for similar organisations:

- **Start with Standardisation:** Define core workflows that can apply across all sites.
- **Enable Customisation, Not Fragmentation:** Tailor interfaces and data outputs to each venue without compromising shared processes.
- **Ensure Continuity in Contracts:** Look for partners who build enhancements into their service agreements rather than locking features behind versioning or additional costs.

| About Chronosoft

Our partnership with Venues Canberra showcases how the right technology can unify complex venue operations under a single, cohesive system. For government entities managing diverse infrastructure portfolios, we can act as a roadmap for achieving operational excellence while maintaining compliance, safety, and staff efficiency.

Interested in seeing how a unified command and control system could transform your operations? Book a demo at www.chronosoft.com.au today.