POLICY STATEMENT

TITLE: **Public Safety and Security**

POLICY STATEMENT

VenuesWest is committed to the safety, security and wellbeing of all people who enter our venues and the protection of our facilities, assets, and resources.

SCOPE

This policy applies to Board members, employees, contractors, sub-contractors, licensees, venue hirers, and visitors entering VenuesWest self-managed venues.

This policy does not apply to co-managed and partner-managed venues. However, the contractual mechanisms in place will be used to ensure that the related policy resources at those venues address the core components of this policy.

PRINCIPLES

The application of this policy is defined, guided, and supported by the following principles:

1. Security management should be:
   - 1.1. Considered in venue design, ongoing investment in infrastructure, event planning, and service delivery.
   - 1.2. Subject to continuous assessment and adapted to address changes in operating environments, industry best practice updates, and diverse elements that different crowds and events present.
   - 1.3. Resourced to ensure effective preparedness to mitigate potential risks and respond to security/terror incidents, including:
     - 1.3.1. Establishing a coordinated approach for implementing security management measures
     - 1.3.2. Collaborating with key stakeholders such as law enforcement and emergency response agencies
     - 1.3.3. Integrating risk assessment, planning, and reporting processes
     - 1.3.4. Training and education to increase and maintain currency of knowledge practices and awareness of security and terrorism risks.
2. Risk assessments of terror-related threats will be undertaken using adopted risk assessment methodologies.
3. Visitor and contractor management will include the execution of appropriate and effective induction processes for safe and controlled entry, access, use, and exit from venues and facilities, including:
   - 3.1. Sign in and out via kiosks and systems
   - 3.2. Issuing of identification accreditation and access cards
   - 3.3. Issuing of safety and emergency management information
4. Closed Circuit Television (CCTV) will be operated and managed by the authorised VenuesWest delegates:
   - 4.1. Based on the philosophy that areas of vulnerability will be prioritised for monitoring (for example, vulnerable locations, cash-handling areas, and entry and exit points)
   - 4.2. Within applicable laws and for the ethical and beneficial purposes for which it has been established
   - 4.3. With due regard to privacy, principles of natural justice, civil liberties, and public interest by ensuring integrity of use and security of recorded material
   - 4.4. For surveillance activities within public access areas which would reasonably be expected to be observed

4.5. Through active, passive, scheduled, and covert surveillance relevant to the operational mode and risk environment to:

4.5.1. Protect assets and their utilisation

4.5.2. Assist in normal operational activities and event management, including monitoring movement, congregation, and anti-social behaviour

4.5.3. Enhance public safety and crime prevention measures as a deterrent to potential offenders

4.5.4. Inform investigations by authorised law enforcement agencies and resolution of customer complaints.

5. Information, resources, and intellectual property will be secured and protected through:

5.1. Clear desk and clear screen processes to safeguard paper and/or removable media and maintain confidentiality

5.2. Standardised data management and information classification

5.3. Controlled soft and hard copy records disposal processes

5.4. Adherence to procedures relating to digital security as set out in the ICT Information Security Management System Policy.

DEFINITIONS

TERM	MEANING
Closed Circuit Television (CCTV)	A surveillance system in which several cameras are connected through a closed circuit. The footage taken by the cameras is sent to a television monitor or recorder.
Co-managed venues	Venues that are licensed for operation to a third party in cooperation with VenuesWest and with shared accountability for management, operation, and financial outcomes.
Drone – Remotely Piloted Aircraft (RPA)	An unmanned aircraft that is piloted from a remote station and includes a radio-controlled model aircraft.
Partner-managed venues	Venues owned by VenuesWest which are operated and managed under a partnership arrangement/agreement.
Self-managed venues	Venues owned, managed, and operated by VenuesWest.
Visitor	A person who is not currently engaged to undertake any contracted work or business on behalf of VenuesWest at a VenuesWest venue and is visiting a VenuesWest employee to establish or foster a new or existing working relationship. A visitor is not a VenuesWest employee; member or casual user of VenuesWest venues; spectator; VenuesWest employee's family member; contractor, contractor's worker or volunteer; tenant or a person visiting a tenant; local, state or national sporting body employees or representatives; school group; WAIS tour group; carer of a person with a disability or student undertaking approved work experience at a VenuesWest venue.

AUTHORITY

Western Australian Sports Centre Trust Act 1986
Public Sector Management Act 1994
Surveillance Devices Act 1998
Business Continuity Management Plan
Code of Conduct

PRIVACY

VenuesWest collects information for the purpose of establishing and maintaining employee and personnel records. Personal information will not be passed onto any third party unless prior approval is obtained from the individual or unless legally required to do so. Information is collected in accordance with the principles of the *Privacy Act 1988*, the *Privacy and Responsible Information Sharing Act 2024* (WA) and the *Freedom of Information Act 1992 (WA)*.

Complaints relating to a breach of privacy will be investigated internally by the most appropriate person depending upon the nature of the inquiry. If you wish to complain about any breach or potential breach of the privacy policy or the Australia Privacy Principles, you should contact us by:

• Calling - 9441 8222

• Emailing - privacy@venueswest.wa.gov.au

• Contacting our Privacy Officer directly at Perth High Performance Centre, 100 Stephenson Avenue, Mount Claremont WA 6010

Complaints will be managed in accordance with the following VenuesWest policies:

- Customer Service and Feedback Policy – for matters involving customers, clients, patrons, members of the public, visitors, and external stakeholders.
- Grievance Resolution Policy – for matters involving employees of VenuesWest

FURTHER INFORMATION

Should you require further information, please go to the 'Contact' page on our website: www.venueswest.wa.gov.au

Alternatively, you may contact us by:

- Calling (08) 9441 8222
- Emailing contactus@venueswest.wa.gov.au
- Visiting our Customer Service team at Perth High Performance Centre, 100 Stephenson Avenue, Mount Claremont, WA, 6010