



PARKES SHIRE COUNCIL

LATE AGENDA

TUESDAY 5 JULY 2005

Notice is hereby given that an Ordinary Meeting of Parkes Shire Council will be held at the Council Administration Centre, 2 Cecile Street, Parkes, commencing at 1:30 pm for the purpose of considering the items included on the Agenda.

GENERAL MANAGER: Alan McCormack

Ordinary Meeting Late Agenda

Order Of Business: Tuesday 5 July 2005

ITEM	SUBJECT	PAGE
11	DIRECTOR PLANNING AND ENVIRONMENT'S REPORT	1
	11.1 Railway Hotel Request Variation of Trading Hours	1

11 DIRECTOR PLANNING AND ENVIRONMENT'S REPORT

11.1 Railway Hotel Request Variation of Trading Hours

Executive Summary

The licensee from the Railway Hotel in Parkes has requested Council's support for a 24 hour license at the Railway Hotel, Currajong Street, Parkes.

The applicant has been advised to submit a modification to Development Consent No 98123 for the proposed variation of trading hours. On 19 April 2005 a report was submitted to Council outlining the action proposed to be taken by the Planning and Environment Department. This report was supported by the Council.

Background Information

The Licensee at the Railway Hotel intends to apply for a 24 hour license. Council approved the current operations at the Railway Hotel under Development Application No 98123 in 1999. The trading hours put forward for the Hotel in that application specified closing hours of 12.00am Monday to Thursday, 1.30am Saturday and Sunday and 11.00pm Sundays.

Legislative, Policy & Management Planning Implications

Licensing laws of New South Wales require an indication from Local Council that there is no objection to the application.

Budget & Financial Aspects

Nil.

Recommendation

1. That Development Application No DA98123 be modified to allow the hotel to operate 24 hours per day.

Report

The Licensee at the Railway Hotel intends to apply for a 24 hour license; however the aim is to extend the trading hours on Saturday and Sunday from 2.00am to 4.00am. Council approved the current operations at the Railway Hotel under Development Application No 98123 in 1999. The trading hours put forward for the Hotel in that application specified closing hours of 12.00am Monday to Thursday, 1.30am Saturday and Sunday and 11.00pm Sundays.

Licensing laws of New South Wales require an indication from Local Council that there is no objection to the application. A variation to these hours would therefore require a modification of Development Consent No 98123.

The application to modify Development Consent No 98123 has been received and Council advertised the proposed variation of operating hours in the Champion Post on 27 April 2005.

Eight adjoining owners were also notified in writing of the proposal. Council did not receive any submissions in respect of the advertisement or the notification letters.

The applicant has also provided Council with a Crime Prevention Through Environmental Design (CPTED) assessment completed by Senior Constable Shelley Walsh (Lachlan Local Area Command's Crime Prevention Officer). This assessment highlighted a number of operational changes that should be made to the day to day running of the hotel but did not raise any concern in respect of the proposed extended hours of operation. The applicant has also furnished Council with a letter from Clint Pheeny, Superintendent of the Lachlan Local Area Command which indicated that formal application to extend the operating hours of the hotel including an indication from Parkes Shire Council that the application is supported, should be lodged. This letter also indicated that the application "would be viewed favourably if adequate practices were in place to address the quiet and good order of the neighbourhood and the lighting issued in the car park of the premises".

Issues pertaining to lighting of the site are issues that will be addressed as conditions of extension of the hotel's license with NSW Police.

Given the fact that Council has not received any submissions in respect of the modified application during the notification and advertising periods, and that the hotel has not been a source of regular complaint from the public, it is recommended that the modification be supported by Council.

The applicant has indicated that the hotel will generally only open for an additional two (2) hours on a Saturday and Sunday morning (from 2.00 am to 4.00am) and longer than this on certain, limited occasions.

Attachments

1. Letter of application to vary trading hours from Mr Ray Griffith.
2. Letter from Senior Constable Shelley Walsh (CPTED Assessment)
3. Letter from Superintendent Clint Pheeny.



P.O. Box 60
38 May St
PARKES 2870

RAILWAY HOTEL

A.B.N. 99 095 192 279



Phn: (02) 6862 1553
Fax: (02) 6863 5698

Mr A McCormack
General Manager
Parkes Shire Council
Cecile St.
PARKES 2870

Dear Sir,

Re:- Application for variation of Trading Hours

We are at present applying for an extension on our trading hours.

It is our intention to apply for 24 hour license, however only use an additional two hours of this time on Saturday and Sunday mornings. This means instead of closing at 2am we will close at 4am, on very rare occasions we may go a little past this time.

As has been the case in the past, all our security staff will be on patrol to ensure our patrons disperse in an orderly manner.

We have had no incidents in the past and assure you of our vigilance in the future.

In terms of the licensing laws of New South Wales we need an indication that the Local Council has been approached and an indication from Local Council that there is no objection to the application.

Accordingly would you kindly provide a response indicating your agreement or otherwise.

Yours faithfully,

Ray Griffith
LICENSEE
28/2/05

09-JUL-2005 12:52 FROM:RAILWAY HOTEL/PARKES 02 68 63 0678 1010255512394 P.18



ABN 43 409 010 180

NSW POLICE SERVICE

**LACHLAN
LOCAL AREA COMMAND**

ADMINISTRATION SECTION
2-8 Court Street
PO Box 181
Parkes NSW 2870

Ph 6862 9905 / 75905
Fx 6862 9926 / 75926
TTY: 9211 3776

17 March 2005

Mr R Griffith
Railway Hotel
PO Box 60
PARKES NSW 2870

Dear Sir

Re: Application for variation of Trading Hours.

I refer to your recent correspondence concerning the variation to trading hours at the Railway Hotel.

Consideration has been given to your inquiry and I understand that you have discussed this matter with Senior Constable M Wheelhouse, Licensing Officer.

At this time you have not submitted the application, so an accurate assessment of your inquiry cannot be made. However, based on the information provided upon receipt of your application, it would be viewed favourably if adequate practices were in place to address the quiet and good order of the neighbourhood and the lighting issues in the car park of the premises.

Further to this, I understand that you support our recommendation that 3 security guards are utilised at the times that you supply entertainment at the premises.

I would also encourage you to utilise the services available from the Lachlan Local Area Command Crime Prevention Officer to perform a business inspection and identify risk areas.

I trust that I have assisted you with your inquiry and will review your application again upon receipt in this office.

Yours faithfully

Clint Pheeneey
Superintendent
Local Area Commander
rt

04-JUL-2005 12:46 From:RAILWAY HOTELPARKES 02 68 63 5698

To:0268612384

P.2



NSW POLICE

Lachlan Local Area Command

Parkes Police Station

2-8 Court Street
PARKES
NSW 2670

Tel: 02 6862 1077

Ray Griffith
Railway Hotel
3 May Street
PARKES NSW 2870

Wednesday, 13 April 2005

1. Introduction:

On Wednesday 13th April 2005, a Security Assessment was conducted upon your facility The Railway Hotel situated at 3 May Street Parkes.

This Security Assessment has been designed for a number of reasons, such as to indicate compliance with statutory requirements, as part of due diligence, pre-purchase or sale appraisal, risk management, insurance assessment, gap analysis against current insecurities, or as part of a comprehensive assessment program. This assessment may be initiated by the owner or manager of the facility.

The safety and security measures to be assessed are a combination of physical features and all other relevant safety and security actions, provisions, and procedures, which define a level of safety and security to protect both life and property. Safety and security measures include both physical 'systems' such as the resistance of the building structure, alarms and detectors, as well as non-physical 'systems' such as safety and security procedures and staff training programs.

The principles of Crime Prevention Through Environmental Design (CPTED) need to be taken into consideration when reviewing the safety and security of the facility. Crime Prevention Through Environmental Design (CPTED) is a crime prevention strategy that focuses on the planning, design and structure of cities and neighbourhoods. It reduces opportunities for crime by using design and place management principles that reduce the likelihood of essential crime ingredients from intersecting in time and space.

04-JUL-2005 12:46 From:RAILWAY HOTELPARKES 02 68 63 5698

To:0268612384

P.3

● Page 2

April 13, 2005

Predatory offenders often make cost-benefit assessments of potential victims and locations before committing crime. CPTED aims to create the reality (or perception) that the costs of committing crime are greater than the likely benefits. This is achieved by creating social and environmental conditions that

- Maximise risk to offenders (increasing the likelihood of detection, challenge and apprehension).
- Maximise the effort required to commit crime (increasing the time, energy and resources required to commit crime).
- Minimise the actual and perceived benefits of crime (removing, minimising or concealing crime attractors and rewards), and
- Minimise excuse-making opportunities (removing conditions that encourage/facilitate rationalisation of inappropriate behaviour).

CPTED employs four key principles: surveillance, access control, territorial reinforcement and space/activity management. This security assessment identifies potential areas of vulnerability and provides treatment options to reduce opportunities of crime.

Surveillance:

Natural surveillance (NS) is achieved when normal space users can see and be seen by others. NS highlights the importance of building layout, orientation and location; the strategic use of street design; landscaping and lighting/ Natural surveillance is a by-product of well-planned, well-designed and well-used space.

Formal, or Organised Surveillance (FS), is achieved through the tactical positioning of on-site guardians. An example would be the placement of an estate supervisor's office next to a communal area. *Technical Surveillance (TS)*, is achieved through mechanical/electronic measures such as CCTV, help-phones and mirrored building panels. Technical surveillance is commonly used as a "patch" to supervise isolated, higher-risk locations.

There is a proven correlation between poor street lighting, fear of crime, the avoidance of public place and crime opportunity (Painter, 1997). Australia and New Zealand Pedestrian Lighting Standard 1158.3.1 now requires lighting engineers and designers to factor in crime risk and fear when choosing luminaires/lighting levels.

04-JUL-2005 12:46 From:RAILWAY HOTELPARKES 02 66 63 5698

To:0268612384

P.4

● Page 3

April 13, 2005

Access Control:

Access control measures restrict, channel and encourage people, bicycles and motor vehicles into, out of and around targeted sites. Way finding, desire-lines and formal/informal routes are important crime prevention considerations

Access control is used to increase the time and effort required to commit crime and to increase the risk to criminals. *Natural Access Control (NAC)*, measures include the tactical use of landform and security hard ware and *Formal or Organised Access Control (FOAC)* measures include formal gates, such as employed security personnel.

Territorial Reinforcement:

Criminals are more likely to be deterred by the presence of people who are connected with and protective of a place than by people who are just passing through it. *Territorial Reinforcement (TR)* employs actual and symbolic boundary markers, spatial legibility and environmental cues to 'connect' people with space, to encourage communal responsibility for public areas and facilities, and to communicate to people where they should and should not be, and what activities are appropriate

Space and Activity Management:

Space management involves the formal supervision, control and care of the public domain. All space, even well planned and well-designed areas need to be effectively used and maintained to maximise control, safety and security. Places that are frequently used are commonly abused. Space and activity

04-JUL-2005 12:46 From: RAILWAY HOTELPARKES 02 68 63 5698

To: 0268612394

P.5

● Page 4

April 13, 2006

2. **Observations:**

The following observations were made during the course of the security assessment:

1. **Street number is not clearly visible to the street.**
2. **Warning signs need to be added to the side where the bottle shop is located** – Currently, there are signs on the other 3 sides, which is fantastic, and they are placed in obvious positions, but there should be signs added to this fourth side as well.
3. **Landscaping near the front car park needs to be trimmed** - To maintain sightlines between the street and anyone getting into their car. Recommend trimming the foliage back so that bushes are knee height or lower, and if there are large trees, then their lower branches should be above eye level.
4. **Boundary fences and gates do not restrict access.** –Consider making them of a less climbable material, more open styled to promote sightlines, and also taller. Gate could also be a key operated lock.
5. **Security lighting is not fully installed, and what is currently in place is not operational.**– The operational part of this was discussed at the time of the assessment. There should be addition sensor lights placed at rear to cover entire car park area. Also ensure your entry and exit points on the building are covered. An offender on premises at night time, will have enter and exit somewhere. They are less likely to if they know that they will be illuminated. You should also consider something similar in your front car park, so that the cars are lit up if an offender is hanging around them, and is more likely to be seen by someone using your facility. It will also make patrons feel safer as they are lit up when walking back to their cars, rather than walking in the dark. Further, vehicles parked under lights are always less likely to be tampered with than those that are not.
6. **Lighting is not positioned to reduce the opportunities for vandalism.** – some areas are good, but the external lighting under your front verandah has exposed fluorescent tubes. These are easy to smash, but some hard covers over the top of them will prevent this. The lights in the beer garden area are low hanging and easy to smash. This is evident by the fact that one of them already has been damaged. Keep lights up high and covered where possible to reduce the risk.
7. **Inadequate protection against entry via the roof.** – Roof should be reinforced.
8. **Manholes are not secured.** – these should be securely locked into place on the roof and also internally on the ceiling. It should only be able to be moved with a key, as these are big enough for people to fit in and out of
9. **Skylights are not secured.** – as per number 8

04-JUL-2005 12:47 From:RAILWAY HOTELPARKES 02 68 63 5699

To:0268612384

P.6

● Page 5

April 13, 2005

10. **Counter cannot be seen from outside of the business.** – mainly because the windows are tinted. The only way to reduce this issue would be to reduce the amount of tinting on the windows, or leave the doors open.
11. **Customers are not prevented from accessing the area behind the counter.** – Open ended. People can simply walk around the end of the counter. Consider a gate or similar form of barricade there.
12. **Customers are not prevented from accessing restricted areas.** – door behind the counter to the rear and upstairs sections was unlocked and wide open. This is further exacerbated by the open ended counter. Put the gate in as mentioned in number 11, and keep this door closed and locked, and the problem goes away.
13. **At risk doors are left open and unlocked.** – see number 12.
14. **External door hinges are not mounted in a manner that would prevent them from being removed.** – mounted on outside of door, meaning that even when locked, the hinges can be removed and the door can be opened the opposite way to how it normally is. Hinges can be operated dead locks on them, preferably ones that can be locked whilst partially open. Windows that are permanently closed should be fitted with grilles whilst the business is closed. You can actually obtain removable ones that can be removed whilst trading hours are in progress.
15. **Windows are not secured or fixed with locks.** – windows that can open should have key operated dead locks on them, preferably ones that can be locked whilst partially open. Windows that are permanently closed should be fitted with grilles whilst the business is closed. You can actually obtain removable ones that can be removed whilst trading hours are in progress.
16. **Safes do not have a drop chute facility.** – this would reduce the number and amount of times the safe has to be opened, as bags of money taken from tills during the day, can be dropped into the chute to be counted after hours, without having to open safe, etc etc.
17. **Safe is not kept locked at all times.** – Noted that the office is locked, but the safe should also remain locked at all times.
18. **Nil key register maintained.** – this helps you keep track of who has what keys, and when a staff member leaves, you can ensure that you get everything back from them.
19. **Not all spare keys are adequately secured,** – some are hanging up in office, such as telephones and power board, leaving you vulnerable to someone tampering with your communications and power supply, etc.
20. **Police have not been supplied with an emergency contact list.** – discussed at the time of the assessment.
21. **Staff do not have a secure location with restricted access to store their personal items.**

04-JUL-2005 12:47 From: RAILWAY HOTELPARKES 02 68 63 5698

To: 0268612384

P.7

● Page 6

April 13, 2005

22. **Banking is done on the same days and around the same time each week.** – Noted that you try to vary the times, but a 2 hour window is nothing to offender who may be watching your routine. The amount of money that you bank at one time is worth a 2 hour wait to an offender, and they already know the days that you go, what bag you take your money in as it is the same bag each time. They know that it is the same person each time, in the same vehicle, taking one of 2 possible routes, etc etc. Vary the days and times so that no one can possibly tell when you are going, or on what day. Use times right from opening through to bank closing time, so that it is not obvious to an offender when you are about to come out with a lot of money in your possession. Take different routes each time, even if you have to drive around to do it. Try to always have two or more people going, not in uniform, and don't make it the same people each time. Carry the money differently each time too, so that locals don't get to know that you are walking with your black "banking bag".
23. **Alarm does not have a duress facility.**
24. **LED's within the alarm have not been deactivated.** – These should be deactivated, otherwise an offender thinking of committing offences at your business may come in one night as a customer, and walk around checking out the range of your sensors. The red lights would indicate when they have been noticed, so that they can plan a route that is out of detection.
25. **Alarm is not checked on a regular basis.** – noted that Macquarie alarms do it, but they don't send you reports, so you don't know how often or what the results are. Recommended that you request them to do this, so that you can ensure it is actually being done.
26. **Surveillance equipment is not monitored.** – Optional, but consider having it monitored.
27. **There is no customer TV monitor.** – This is a great way of advertising to people that they are under surveillance without having to be upfront.
28. **Tapes are not changed regularly.** – You keep using the same tapes over and over again each fortnight. Once they have been used a few times, the quality of the image reduces, and they should be discarded and replaced with new tapes.
29. **Computer passwords are not changed regularly.** – Recommended that they are changed once a month (every 30 days), and that each person has their own pass word, rather than a common one. By using one that everyone knows, you leave yourself open to having a disgruntled ex-employee violate your system.
30. **Combination to the safe is not changed regularly.** – Optional, but recommended to change it every so often. Every 2 or 3 months would be suitable.
31. **Building is not secured to reduce the risk of a ram raid at the rear of the premises.** – The posts underneath your front verandah offer some protection to the front windows, but the rear car park windows in the Bistro are left open. Consider placing bollards or other similar barricades in front of them.
32. **Inadequate limited lighting left on inside the premise at night time.** – Great that there are lights left on in the poker machine room, and that the fridge lights are on, etc., but this not enough for someone passing outside to see someone walking around the inside of the premises. Leave a couple of the lights in the bistro area and the pub area on also, so that someone gaining uninvited entry is more likely to be noticed walking around.

04-JUL-2005 12:48 From:RAILWAY HOTELPARKES 02 68 63 5698

To:0268612384

P.8

● Page 7

April 13, 2005

33. **Promotional materials in some of the windows are blocking sight lines.** – you have kept this to a minimum which is great, but some of the larger posters are placed at eye level, blocking people from being able to keep an eye on each other between the inside and outside of the building. This kind of natural surveillance is a great asset, and by simply lowering the posters about 30cm, this problem goes away.
34. **Check the storage facilities of property lists to ensure that it is adequate.** – make sure that the location you have chosen for them is under lock and key and out of sight, as you are currently unsure of this.
35. **Telephones are not pre-programmed with emergency phone numbers.** – great that the lists are up near the phone, but put the numbers in the speed dial.
36. **No victim support policy in place.**
37. **Check emergency evacuation plan** - to ensure that staff understand it, that it takes into account members of the public who would be on site, and do drills of it. The local fire brigade can assist you with this one.
38. **Roller doors on loading dock area and other areas need additional locks placed on them.** – even something as simple as a couple of staple locks would do the trick here.
39. **Rear car park area is not fenced off.** - Currently it is a thoroughfare and escape route for offenders. Put fences and gates up here to prevent this one. You could even consider doing this for the front car park if you wish. If you go ahead with the plans to make the rear car park a family area, then the fencing issue takes on yet more importance for security of small children, and would also take care of the current issue of how open that area is. Regardless of whether this area remains a car park or not, the fencing would help to protect the roof over the bistro which is a vulnerable area for unlawful entry. Recommended fencing would be something that is tall, see through, strong, not easy to climb, not clashing with the environment around, and able to be locked with key operated locks. Diplomat fencing or a similar style would be suitable here.

Keep all of these things in mind for the Nightclub that is happening upstairs. There will be security issues to consider with that area also.

04-JUL-2005 12:49 From:RAILWAY HOTELPARKES 02 68 63 5698

To:0268612394

P.9

• Page 8

April 13, 2006

3. Treatment Options:

The following recommendations have been made to help reduce the risk to you, your business and your staff:

Business Identification

- The street/shop number must be prominently displayed at the front of your business to comply with the Local Government Act, 1973, Section 124, Order No. 8 and assist in the identification of the business.
- The number should be a minimum height of 120mm and be visible at night.
- The number might also be painted on the street kerb outside your business to assist emergency services & visitors to locate your business.

Warning Signs

- Effective signage and/or directional signs should be considered to provide additional guidance to visitors in location reception areas.
- It can also assist in controlling activities and movements throughout the premises and grounds.
- Post warning signs around the perimeter of the business to warn intruders of what security treatments have been implemented to reduce opportunities for crime.
- *Warning: Trespassers will be prosecuted*
- *Warning: This property is under electronic surveillance*
- *Warning: No large amounts of cash are kept on these premises.*
- *All property has been marked for identification.*

Landscaping

- Keeping trees & shrubs trimmed can reduce concealment opportunities and increase visibility when travelling to and from the business.
- Remove obstacles & rubbish from property boundaries, footpaths, driveways, car parks and buildings to restrict concealment and prevent offenders from scaling your building.

04-JUL-2005 12:49 From:RAILWAY HOTELPARKES 02 68 63 5698

To:0268612384

P.10

● Page 9

April 13, 2005

Fences and Gates

- Install quality security fences around the perimeter of your business to clearly define the property boundaries and restrict access, preferable open-style fencing and gates of similar construction to prevent an offender from using the fence for concealment.
- All gates should be kept shut and locked when not in use.
- Fences and gates should be maintained to assist with the protection of your property.
- Information regarding types of locks can be obtained by contacting Australian Standards.

Lighting

- Install security lighting in and around your business, particularly over your entry/exit points to create an even distribution of light with no glare, eg: sensor lighting or floodlighting.
- Leave a limited amount of internal lighting on at night to enable patrolling police, security guards or passing people to monitor activities within the business.

Building Design

- The floors, walls and ceilings should be of solid construction.
- The roof should be reinforced with mesh below the roofing to restrict unauthorised entry.
- Maintain clear sightlines between the street, neighbouring property and the buildings.
- Bollards or barriers can be installed to reduce the opportunity for ram-raid attacks.
- Limit the number of entry/exit points to restrict unauthorised access.
- Counters should be designed to reduce the opportunity for assault of staff and unauthorised access.
- Consideration should be given to the width, height and location of the counter.
- Shelving within the business should be limited in height, or transparent, to increase natural visibility of the premises
- Shelving should be positioned to maximise supervision from counter area.

Letterbox and Powerboard

- The letterbox should be secured with quality lock sets to restrict unlawful access to your mail.
- The power board should be housed within a cupboard or metal cabinet and secured with an approved electricity authority lock to restrict un-authorised tampering with the power supply.

04-JUL-2005 12:49 From:RAILWAY HOTELPARKES 02 68 63 5696

To:0268612384

P.11

• Page 10
Doors

April 13, 2005

- External doors and frames should be of solid construction.
- Doors should be fitted with single cylinder lock sets which comply with the Building Code of Australia (Fire Regulations) and Australian Standard, Lock Sets AS:4145.
- *NB: A single cylinder lock set is key-operated on the external side with either a turn snib or handle on the inside to enable occupants to escape in an emergency, such as fire or other life threatening situation.*

Windows

- Windows and frames should be of solid construction.
- Windows should be fitted with key-operated window lock sets to restrict unauthorised access.
- Glass may also be reinforced to restrict un-authorised access with a shatter-resistant film, or replace the existing glass with laminated glass, or have quality metal security grilles or shutters installed.
- No more than 15% of display windows should be covered with promotional materials to increase surveillance opportunities to and from the business.

Property Identification

- Record descriptions/model/serial numbers of property for easy identification.
- Back up property lists from computer in case the computer is the item stolen.
- Engrave or etch your property with a traceable number eg, ABN (Australian Business Number) for identification.
- When you sell your property, place a neat line through your engraving to show that it is no longer valid.
- It is also a good idea to give the person a receipt to prove the sale of the item.
- Photograph and record the details of unique items to aid in their recovery if stolen.
- Ensure that you have adequate insurance for the replacement of the property.
- Your property list, photographs and other documentation should be adequately secured, eg, safe, safety deposit box.
- For items that cannot be engraved, it is suggested that you mark them with an ultra-violet pen. This marking is only visible under an ultra-violet (black) light.

04-JUL-2005 12:58 From: RAILWAY HOTELPARKES 02 68 63 5698

To: 0268612384

P.12

● Page 11

April 13, 2006

Telephones

- Telephones should be pre-programmed with the emergency number '000' and your local police number for quick reference by occupants.
- Telephone lines or boxes should be secured to avoid unlawful tampering.

Safes

- A safe designed and installed to the Australian Standards should be utilised to provide additional security to money and other valuable in your facility.
- The safe should be anchored to the floor to prevent easy removal.
- The safe should have a drop-chute facility installed within the safe to enable staff to deposit money without having to open it.
- The safe should be locked at all times when not in use to restrict access.
- Further consideration should also be given to using time delay facility to restrict access to the safe.
- The safe should be installed in an area away from the public view where access is limited.

Key and Valuables Control

- The control of keys and valuables is very important and should be closely monitored by management.
- A key register should be used to list which staff members have been issued with keys, the type of keys issued and what areas they have access to.
- The control of valuables is just as important and a register should also be used to record which staff members have been issued with valuable items such as laptop computers, mobile phones, etc. These registers should be detailed and regularly maintained and audited.
- In addition, all valuables should be clearly marked with the business details where possible and the serial numbers and other details should be recorded and stored in a safe place.
- To reduce the likelihood of theft and or damage, try to limit the number of keys and valuables left unsecured and in plain sight of potential intruders.

04-JUL-2005 12:50 From: RAILWAY HOTELPARKES 02 68 63 5698

To: 0268612384

P. 13

● Page 12

April 13, 2005

Cash-Handling Procedures

- Establish clear cash-handling procedures within your business to reduce opportunities for crime.
- Try to reduce the amount of cash your business deals with
- Limit the amount of money carried in the cash drawer at any time (\$200.00 float).
- Lock cash drawers when not in use, and clear money from the cash drawer on a regular basis, eg. to a safe.
- Avoid counting cash in view of the public.
- Use a minimum amount of two staff, or security services, when transferring money to financial institutions, or consider using a reputable security company especially when transferring large amounts of money.
- Where possible, limit cash amounts by installing electronic payments systems such as EFTPOS.
- Don't use conspicuous bank-bags when transferring money, as this can be a clear indication to the thief.
- Avoid wearing uniform or identification when transferring money.
- Establish a robbery prevention program.

Intruder Alarm System

- Install a monitored intruder alarm system which has been designed and installed to the Australian Standard – Domestic and Commercial Alarm Systems to enhance the physical security of your business.
- As a number of premises have had telephone lines cut to prevent alarms being reported to the security monitoring company, a supplementary system such as Global Satellite Mobile (GSM) or Radio Frequency (RF) systems should be used to transmit alarm signal by either mobile telephone or radio frequency.
- Consideration should also be given to incorporating duress facility into the system to enable staff to activate the system manually in the event of an emergency, such as a robbery.
- **NB: duress devices should only be used when it is safe to do so.**
- LEDs (red lights) within the detectors should be deactivated, to avoid offenders being able to test the range of the system.
- The system should be tested on a regular basis to ensure that it is operating effectively.
- Staff should be trained in the correct use of the system.

04-JUL-2005 12:50 From:RHILWNY HOTELPARKES 02 68 63 5656

1010255512384

P.14

● Page 13

April 13, 2005

Surveillance Equipment

- A surveillance System should be designed and installed to enhance the physical security of your business and assist in the identification of people involved in anti-social or criminal behaviour.
- Cameras should be installed in and around the business to maximise surveillance opportunities.
- Digital or video technology should be used to record images from the cameras.
- Recording equipment should be installed away from the counter area to avoid tampering.
- Videotapes need to be replaced quarterly to maintain quality images.
- Installed surveillance equipment should be maintained in working order and regularly tested.
- If the surveillance system is installed, use it.
- Staff should be trained in the correct use of the system.
- Any surveillance system should be manufactured and installed by a qualified and reputable company and regularly function tested.
- Ensure that the requirements of the Surveillance and Privacy Act are adhered to.

Occupational Health and Safety Act 2000 – No. 40

Duties relating to health, safety and welfare at work:

- An employer must ensure the health, safety and welfare at work of all the employees of the employer.

That duty extends (without limitation) to the following:

- Ensuring that any premises controlled by the employer where the employees work (and the means of access to or exit from the premises) are safe and without risk to health
- Ensuring that any plant or substance provided for use by the employees at work is safe and without risks to health when properly used
- Ensuring that systems of work and the working environment of the employees are safe and without risks to health
- Providing such information, instruction, training and supervision as may be necessary to ensure the employee's health and safety at work.
- Providing adequate facilities for the welfare of the employees at work.

04-JUL-2005 12:51 From: RHILWHY HOTEL/PARKES 02 68 63 5698

To: 0268612384

P. 15

● Page 14

April 13, 2005

Other People

- An employer must also ensure that people (other than the employees of the employer) are not exposed to risks to their health or safety arising from the conduct of the employer's undertaking while they are at the employer's place of work.

Victim Support

If you or your staff have:

- experienced a situation where violence or the threat of violence has occurred;
- received an injury as a result of violence;
- suffered a loss or adverse effects as a result of experiencing violence; or
- experience domestic violence or sexual assault,

Then you should:

- Contact the Victims of Crime Bureau by telephoning Sydney (02) 9374 3000 or Toll Free 1800 633 063
- Bureau staff can provide or put you in contact with services you may require such as:
- Counselling (telephone or face to face)
- Information about other support services
- Information about legal processes
- Information about eligibility for and applying for victims compensation
- Assistance in resolving complaints about government services,
- You may ring at any time, 24 hours a day, 7 days a week, including public holidays.

The telephone counselling and referral service is operated by the Bureau in conjunction with Sydney City Mission.

04-JUL-2005 12:51 FROM:RHILAHY@HOTELPARKES MC 65 65 5678

1010266612364

P.16

■ Page 15
General

April 13, 2005

- Some businesses or locations may require on-site security to enhance physical security.
- Security services may be used to randomly patrol your business, particularly in an isolated location
- Sensitive materials, including confidential records, should be appropriately destroyed or secured, eg: confidential records should be shredded or disposed of through security destruction services.
- Computer passwords should be changed regularly to restrict access and avoid misuse by past and present staff.
- Emergency evacuation plans should be implemented and maintained by your business to assist staff and emergency services in the event of an emergency. This plan should be prominently displayed.
- Information on *Emergency Control Organisation and Procedures for Buildings AS:38-3746-1990*, can be obtained from Standard Australia, Phone 1300 654 646 or by emailing them on: mail@standards.com.au
- Staff should be suitable trained in evacuation procedures.

