

Wagga Wagga City Council

VISITOR ACCESS TO SECURE AREAS OF COUNCIL'S CIVIC CENTRE POLICY

REFERENCE NUMBER	POL 007		
ORIGINAL APPROVAL DATE	December 2008		
RESPONSIBLE MANAGER	Manager Information and Customer Service		
RESPONSIBLE SECTOR	Financial Sector		
<p>This document is to be reviewed: every four years or in the first 12 months of the new term of Council, whichever is the earliest. Next Review Date: September 2020</p>			
Revision number	Issue Date	Council Resolution	Council Meeting Date
1	20 October 2008	08/468.8	15 December 2008
2	21 March 2009	09/090.6	27 April 2009
3	27 July 2009	09/077	27 July 2009
5	July 2017	E Team	1 August 2017
6	August 2017	Res No: 17/279	28 August 2017

PART 1: INTRODUCTION

It is essential to ensure the control of visitors into the secure areas of Council buildings and facilities, in order to maximise the safety of staff and visitors, and the security of Council's assets.

All Council staff are issued with magnetic identification badges which display their name, photograph and title. These passes provide access to all secure areas of the Civic Centre with the exception of the Mayor's/General Manager's offices and administration area.

1.1 Policy Objectives

The objective of this policy is to:

- Define which visitors may be granted access to Council's secure areas
- Outline the way that visitors may be provided access to Council's secure areas

1.2 Scope of Policy

This policy applies to all visitors to Council who are accessing secure areas.

This policy does not apply to Council's public access areas.

The provisions of this policy must be applied by all staff (including temporary, casual and contract staff) of Council.

1.3 Definitions

Secure area	Areas of Council's property which are restricted to staff only. Generally these areas are controlled by electronic security cards.
Visitor	An invited guest of Council staff, who has been granted authorisation from the appropriate Council officer and admitted access to Council's secure area(s) via this policy and its accompanying procedure
Accompanied Visitor	Accompanied visitors are generally those visitors to Council who will be present for only part of a day. These visitors are attending generally for a specific meeting or event, and will be accompanied at all times by a Council officer.
Unaccompanied Visitor	Unaccompanied visitors are those visitors to Council who, by the nature of their business at Council, need to move freely within the secured areas. These visitors may be trade persons or consultants, who will be onsite for more than one day.

1.4 Related Documents

This policy as it relates to Councillors must be read in conjunction with POL 089 Provision of Information to and Interaction between Councillors and Staff Policy.

1.5 Responsibilities

It is the responsibility of all staff to ensure the security of Council's secure areas. In the Civic Centre, Customer Service administers the process of admitting visitors into the secure areas in accordance with internal procedures.

1.6 Review procedures

This policy must be reviewed every four years or in the first 12 months of the new Council, whichever is earliest.

PART 2: POLICY CONTENT

2.1 Visitors permitted access to Council secure areas

- Visitors, both accompanied and unaccompanied, will not be permitted access to Council secure areas without approval from the appropriate Council officer. Generally, visitors are people who:Are contracted by Council administration to perform a specific function
 - Eg trades persons, consultants, contractors
- Are legitimate visitors meeting with Council staff as part of the business function of Council
- Trades persons are required to sign in through the trades register in the basement.

2.1.1 Specific provisions for Councillors

In accordance with Council's policy POL 089 which governs interaction between Councillors and staff, Councillors (including the Mayor) are not to access secure areas without authorisation.

Council secure areas do not include the Council Chamber, Committee room or other areas which are generally available for access by the public.

2.1.2 Visitor Access Times

Generally, visitors will not be permitted access to Council secure areas outside of standard business hours (8.30am-5pm) without approval from the appropriate Council officer.

The following exclusions exist:

- Trades Persons are permitted to access Council secure areas outside of standard business hours if inducted and pre-approval arranged with the appropriate Council officer.
- Visitors are permitted access to the Council Meeting Room during public Council meetings.
- Visitors are permitted access to Council secure areas during public events. This access is restricted to the specific areas related to the public event.

2.2 Displaying security passes

In order to provide greater control of individual access to Council's secure areas, it is necessary that all individuals within the secure zone are clearly identifiable as legitimate visitors or staff. Accordingly, all staff, the Mayor and visitors are required to clearly display their security pass at all times.

Where individuals are not clearly identified, all staff are encouraged to question them as to the legitimacy of their access. In the event of more than one trades person needing access, only one security pass will be issued and an email notifying staff of work being carried out will be sent.

2.3 Controlling access into secure areas

All visitors to Council who are to be admitted into the secured areas need:

- to be identified appropriately by clearly displaying security pass at all times.
- to be provided an induction on emergency procedures
- acknowledge their admission via signature

Furthermore, the responsible staff member must accept responsibility for the admission of that visitor into Council's secure areas.

2.4 Charitable organisations seeking access for fundraising purposes

Charitable organisations seeking access for fundraising purposes will not be permitted access to secure areas.

Such organisations should provide a letter to Customer Service requesting permission to fundraise in the Civic Arcade, and advise the method of that fundraising, generally via merchandise sales or via collection.

For advance requests (received one week or more prior to the fundraising date), the Director, Finance will assess the merits of the application and determine whether the charitable organisation will be permitted to fundraise in the Civic Arcade. If the application is granted, staff will be provided with notice so that they may attend the Arcade during the prescribed visit period to donate.

Requests received with less than one week's notice will be accommodated wherever possible, however Council cannot guarantee that unsolicited requests to perform fundraising in the Arcade will be granted.

2.5 Responsibility for Administration of Visitor Access

The primary responsibility for administration of visitor access into Council's secure areas falls to Customer Service and Facilities Management. However, where visits are being made to the Mayor or General Manager's office, the General Manager's administration office will administer the visitor access using the same procedures as those adopted by Customer Service.

In other Council facilities, it is the responsibility of the resident division to manage visitor access in accordance with each facility's management plan..

The relevant area must be informed of all visitors who are to be admitted into the secure areas of Council.