

Facilities and Premises Procedure - Access, Use and Security

Section 1 - Purpose

(1) This procedure supports the [Facilities and Premises Policy](#) by setting out the rules, expectations and responsibilities in relation to entering and using the University's facilities and premises and the safety and security measures in place.

Scope

(2) Refer to the [Facilities and Premises Policy](#).

Section 2 - Policy

(3) This procedure supports the [Facilities and Premises Policy](#).

Section 3 - Procedures

Part A - Rights of access and use

Public and controlled areas

(4) Persons may enter and use University facilities and premises provided that:

- a. they have a lawful and valid reason to be on the premises or using the facility,
- b. they comply with any relevant University policies, procedures, regulations and/or terms and conditions,
- c. they do not engage in disorderly conduct (as defined in Section 5 of this procedure),
- d. where required, they have approval to access a controlled area,
- e. they can provide appropriate identification in response to any reasonable request from an authorised access officer, Campus Security or any other member of staff who might require such identification in the course of their duties, and
- f. their access or entry has not been prohibited by an authorised access officer.

(5) Staff, students and applicable contractors and tenants are issued with University identification cards ([Charles Sturt Card](#)) which must be carried during attendance on University premises.

(6) Areas of the University may be designated as controlled areas. These may be identified by signs, locked doors, fences or boom gates, barrier tape, instruction of Campus Security or an authorised member of staff, or other means. Controlled areas may be time or circumstance dependent (e.g. a public area may become a controlled area outside of public access hours or during exam periods).

Authority to control access

(7) Authorised access officers may be designated with responsibility and authority for specific public and controlled areas (e.g. student residences, laboratories, learning commons, food halls) and may establish regulations for these spaces, consistent with the [Facilities and Premises Policy](#) and this procedure.

(8) Authorised access officers (and any other persons nominated by an authorised access officer) or Campus Security may impose the requirements of this procedure and any regulations. To facilitate this, they may:

- a. administer and control vehicle access to University premises and the traffic and parking provisions, consistent with the [Facilities and Premises Procedure - Parking and Traffic Management](#),
- b. request proof of identity from any person on University premises, or make reasonable and necessary enquiries to validate an individual's status if they are unable to produce their University identification card or provide a valid reason for being on University premises,
- c. direct any person to leave the University premises and/or cease using University facilities if:
 - i. they are unable to produce appropriate identification or justification for being on University premises or to use University facilities,
 - ii. they have reasonable grounds to believe that the person has committed, is committing or is about to commit a criminal act or breach University policies, procedures, regulations and/or terms and conditions,
 - iii. the person is involved in disorderly conduct (see Part B), or
 - iv. the person is acting in a way that may threaten public order, damage property or otherwise pose a threat to the safety and wellbeing of other people.

Requests for use

(9) For requests to use University facilities and premises for:

- a. events and conferences, see the [Events and Conferences](#) webpage,
- b. casual use of teaching spaces, see the [Timetable Policy](#),
- c. livestock, see the 'Livestock on University premises' heading in this procedure,
- d. commercial filming, photography or recording, see the 'Filming on University premises' heading in this procedure,
- e. leasing or other space allocations, see the [Facilities and Premises Procedure - Space Management](#).

Part B - Emergencies, security incidents and disorderly conduct

Emergencies

(10) Notwithstanding any other provision within this Part, in the event of an emergency, any person on University premises should call for emergency services (by dialling 000). They should then inform a member of Campus Security as soon as possible to allow Campus Security to coordinate and expedite the attendance of emergency services.

(11) Any member of Campus Security who calls the emergency services to University premises must immediately inform a member of Security Management. Depending upon the nature of the event, the Campus Security will contact the Chief Security Officer and/or the Campus Facilities Manager.

(12) Head contractors must have emergency arrangements in place for any sites within their control.

Security incidents and disorderly conduct

(13) Where a security incident or disorderly conduct occurs:

- a. Any authorised access officer (or nominee) or Campus Security who witnesses disorderly conduct by another person on or using University premises has authority to direct the individual(s) to leave the area and/or cease using the facilities.
- b. Disorderly conduct requiring intervention should be reported to Campus Security or, where there is a threat or risk to personal safety, both the police and Campus Security should be contacted.
- c. All security incidents must be reported to Campus Security.
- d. Campus Security will:
 - i. ensure the police are notified of all incidents on University premises where appropriate, including those relating to the loss or damage of University property,
 - ii. submit a report to the Chief Security Officer via CSO-Notification@csu.edu.au
 - iii. if notified, attend the site of a personal property loss or damage incident and complete a University Security Incident Report.

(14) Disorderly conduct is recognised as general misconduct and may be subject to relevant University rules governing misconduct (e.g. [Enterprise Agreement](#), [Student Misconduct Rule 2020](#) or [Code of Conduct](#)):

- a. Alleged disorderly conduct by students or visitors will be reported to the Manager, Safe and Fair Communities.
- b. Alleged disorderly conduct by staff will be reported to the Division of People and Culture (DPC).

Loss or damage to University property

(15) Any incident that causes loss or damage to University property must be reported to Campus Security and the Facilities Management (FM).

(16) Where the damage requires an escalated response, the Campus Facilities Manager or their nominee may assume control of the initial response until the incident has been stabilised and/or will initiate the appropriate response and recovery processes under the [Resilience Policy](#).

(17) Loss or damage to University property exceeding \$10,000 must be reported to the University's Financial Accountant (Insurance) who will provide advice on insurance claims and the appointment of a loss adjustor if necessary. Loss or damage under \$10,000 must be borne by the organisational unit responsible for the equipment/structure/property.

(18) The [Facilities and Premises Guidelines - Damage or Loss of Property](#) sets out suggested processes for incident responses and insurance notification advice.

Part C - General conditions of use

Smoking on University premises

(19) Smoking and using e-cigarettes is prohibited:

- a. in all University buildings and enclosed places,
- b. in or adjacent to car parks or walkways (including elevated walkways),
- c. in motor vehicles owned or leased by the University,
- d. within four metres of:
 - i. areas adjacent to the entrances and exits of buildings or enclosed spaces, or any windows and intakes for air-conditioning plant servicing the buildings,
 - ii. designated seated outdoor eating areas,
- e. within ten metres of:

- i. a food fair or stall,
- ii. any outdoor area where there are combustibles and/or flammables stored, and
- f. any other area signposted as non-smoking in accordance with the [Smoke-free Environment Act 2000](#).

(20) The University reserves the right to limit smoking or e-cigarettes to dedicated areas and/or to designate its premises (or any parts of its premises) as non-smoking areas.

(21) Smoking by-products such as cigarettes, butts and matches must be disposed of appropriately.

Alcohol and other drugs on University premises

(22) See the [Alcohol and Other Drugs Policy](#).

Children on University premises

(23) Parents/carers may bring children into the public areas of the University, subject to any particular regulations that may apply to the specific area.

(24) The [Parenting Rooms listing](#) lists the availability of parenting rooms with facilities for feeding and changing infants.

(25) In addition to the requirements of this procedure, all University staff and students are subject to the [Child Safety Policy](#) when interacting with children on University premises.

(26) Children will only be allowed into the following areas subject to appropriate risk assessment and risk controls (see the [Risk Management Policy](#)) and any regulations established by the relevant authorised access officer:

- a. laboratories and laboratory preparation areas,
- b. scientific, technical and maintenance workshops,
- c. veterinary clinics, farms and other animal housing facilities,
- d. areas with maintenance taking place,
- e. kitchens and other food preparation areas,
- f. storage facilities/storerooms,
- g. art and design or performing studios,
- h. fitness centres, or
- i. other areas identified as potentially hazardous to children under certain circumstances.

(27) Children are not permitted in the following areas under any circumstances:

- a. construction sites or areas with minor works,
- b. plant rooms,
- c. areas where chemicals and dangerous goods are stored, or
- d. other areas identified as potentially hazardous to children.

(28) Parents/carers are responsible for the safety and behaviour of any child in their care and must ensure that other users of University facilities are not unreasonably inconvenienced by the child's presence.

(29) Where the University shares premises with other organisations and the other organisation has policies about the presence of children, the University will adhere to the more stringent standard of the two.

(30) University staff arranging programmes that entail the presence of children on University premises must seek the

permission of the appropriate manager and other stakeholders prior to running the programme. Managers of the organisational units arranging the programme are responsible for meeting risk management (including public liability insurance where required), health, safety and welfare requirements.

(31) University staff or students who, due to extenuating circumstances, need to bring a child into a work area or to attend a teaching activity must seek permission from the appropriate University staff member:

- a. A request for a child to remain with a staff member in the workplace should be made to the staff member's immediate supervisor or escalated to a manager if a dispute arises. Managers may contact DPC for advice regarding the University's work and family policies.
- b. A request for a child to accompany a student to class should be made to the lecturer or other relevant person in charge of the teaching activity at the time or escalated to the Head of School if a dispute arises.
- c. Children will not be permitted to attend a formal examination, however, arrangements can be made to accommodate students who need to breastfeed (refer to the [Assessment Policy](#)).
- d. Other staff members or students who believe that their ability to work or study effectively has been compromised due to a decision to allow a child into a work or teaching area should raise the issue with the person responsible for the area.

(32) Any person who observes an unsupervised child on campus who they believe may be at risk or who is engaging in disruptive or inappropriate behaviour should report the matter to Campus Security, who will take action to identify the child's parent/carer and ensure that the situation is resolved appropriately.

No camping on University premises

(33) Camping is prohibited on all University campuses. A person must not establish temporary or permanent living quarters on University premises. This includes sleeping or living outdoors, in a tent, a vehicle or similar, as well as the establishment of an area for the storage of belongings, cooking equipment or other accommodation amenities.

Animals on University premises

(34) To protect the health and safety of people and the welfare of local wildlife and animals retained by the University for research and teaching purposes, animals must not be brought or kept on University premises (including student residences) unless a relevant exemption applies.

(35) The University may remove or detain any animal found on its premises in breach of this procedure. If detained, the University may hand the animal over to the appropriate authority (e.g. a pound or council ranger). Any costs incurred by the University to remove or detain the animal(s) will be charged to the animal's owner.

(36) Staff, students and visitors must not feed native, feral or stray animals or place themselves or others at risk by handling animals found on University premises. FM must be notified of feral and stray animals, who will organise removal:

- a. Removal methods will follow accepted community standards which may involve use of best farming practices, local council rangers or other approved persons including a veterinary practitioner.
- b. Officers of the University will handle animals in established and humane ways in accordance with the [Prevention of Cruelty to Animals Act 1979](#).

(37) Except where used for teaching or research purposes, animals are not allowed in any controlled areas of the University (including but not limited to residences, food preparation or serving areas, laboratories, and biosecurity areas) regardless of the exemption status, unless written approval is obtained from the Director, Facilities Management or their nominee.

(38) Animals used for teaching or research in any manner requires the approval of the Animal Care and Ethics Committee.

(39) An authorised access officer, security officer or access coordinator may require a person to provide evidence that an animal's presence on University premises is in accordance with this procedure.

Exemptions

(40) Exemptions may be:

- a. standing exemptions,
- b. temporary exemptions, or
- c. an exemption of prohibition.

(41) The University may amend and/or revoke any exemption granted under this procedure at any time.

(42) Where an exemption is granted, the person bringing the animal onto University premises must ensure that they:

- a. keep the animal restrained and under effective control at all times,
- b. remove any faeces deposited by the animal, having due regard for health and safety and environmental protection,
- c. comply with all provisions applicable to the granting of the exemption,
- d. comply with any statutes or regulation governing the management of the animal (e.g. state or local council regulations governing the control of pets and animals in public places),
- e. ensure that the animal is free from infectious disease, and
- f. ensure that the animal at all times shows no signs of endangering people's health or the health of other animals.

Standing exemptions

(43) Under a standing exemption, an animal may be brought or kept on University premises at any time to perform the activities for which the exemption has been granted. [Facilities and Premises Schedule Standing Exemptions – Animals on campus](#) outlines standing exemptions and the extent of the exemption. The Director, Facilities Management approves changes to this schedule.

Temporary exemptions

(44) Under a temporary exemption, animals may be brought onto University premises for a limited, short-term period. The University may grant a temporary exemption where it deems that:

- a. an exemption is necessary to support the University's business objectives and/or fulfil the University's mission, or
- b. the animal poses no risk to the fulfilment of the University's obligations as an organisation or accredited animal research establishment.

(45) Temporary exemptions must be approved by:

- a. the Animal Care and Ethics Committee for animals used in certain educational activities, (for example, an open day, or external course activities), or
- b. the Director, Facilities Management or their delegate, for animals not involved in research/teaching.

Exemption of prohibition

(46) Under an exemption of prohibition, specific animals that are not otherwise exempt under [Facilities and Premises Schedule - Animal Exemptions](#) may be brought or kept on University premises to perform the specific activities for the specific period of time for which the exemption has been granted.

(47) Exemption of prohibition is at the absolute discretion of the Director, Facilities Management or their nominee. Exemptions must be applied for at least two weeks prior to the date when the animal is to be on campus. Approval must be given in writing and must be:

- a. carried at all times while the animal is on University premises, and
- b. shown in response to any reasonable request from any authorised access officer or any other member of staff.

Livestock on University premises

(48) Anyone wishing to bring livestock onto the University farmland or associated University areas must gain prior approval from the Manager, University Farms and/or the Operations Manager (Northern or Southern) at the relevant campus.

(49) Bees are only permitted to be kept on University premises with the written approval of exemption by the Director, Facilities Management or their delegate.

Filming on University premises

(50) This part does not apply to:

- a. students or staff undertaking filming, still photography or audio recording on University premises for private usage or as part of academic courses, or
- b. staff undertaking videotaping, filming or still photography on University premises for the University's business purposes.

(51) News media who enter any University premises for filming, photography or audio recording must liaise directly with [Charles Sturt Media](#).

(52) Permission from the University is required before any remotely piloted aircraft (RPA) or drones are used on or above University premises. Any users of RPAs or drones must adhere to the guidelines and regulations of the [Civil Aviation Safety Authority](#) (CASA).

(53) Any individual or organisation wishing to carry out commercial filming, still photography or audio recording for commercial purposes on or over University premises must make a written application to the Executive Director, Customer Experience or their delegate at least 28 days before the proposed shoot or recording and include the information set out in the [Facilities and Premises Schedule - Filming on University Premises](#).

(54) The Executive Director, Customer Experience or their delegate may also require the applicant to seek approval or endorsement from Crown Lands and/or from relevant First Nation's representatives before approving the application.

(55) A [location agreement](#) must be completed and signed before any commercial filming, photography or audio recording can take place and must be signed on behalf of the University by the Executive Director, Customer Experience or their delegate. Any variations to the conditions under which approval is granted will be evidenced in writing and authorised by the Executive Director, Customer Experience or their delegate.

(56) Campus Security or other authorised access officers will remove individuals or organisations who enter University

premises for any purposes described in this part without the University's prior approval, in accordance with this procedure.

(57) If the University grants permission for filming, audio recording or photography for commercial purposes:

- a. the Executive Director, Customer Experience or their delegate will notify relevant units and personnel at the University, particularly the Facilities Management, of the details including date, time and location(s) of the successful proposal,
- b. FM may contact the applicant directly in regard to the University's traffic and parking regulations and [Work Health and Safety Policy](#),
- c. the University will designate an appropriate staff member on the relevant campus (location) to act as contact for the individual or organisation, and
- d. the University will endeavour to ensure that the subsequent filming, audio recording or photography is conducted unimpeded and without disruption.

Part D - Safety and security

Monitoring access and safety

Security staff and security master licence

(58) The Chief Security Officer is the responsible officer for the University's Security Master Licence under the [Security Industry Act 1997](#) (NSW) and must provide written consent for any employment or engagement of Campus Security Officers.

(59) The role of Campus Security is to provide staff, students and visitors with a safe and secure environment that facilitates and promotes learning, teaching and research.

(60) Security staff must undertake their duties in a lawful, fair and equitable manner without damage to the University's reputation or unlawfully impinging on the rights of individuals.

(61) Security staff will take reasonable action to assist with matters outlined in this procedure and with respect to the responsibilities stated at Part E.

Closed circuit television (CCTV)

(62) CCTV is used to discourage unlawful behaviour and to assist in the prosecution of individuals involved in unlawful behaviour in and around University premises:

- a. FM has responsibility for selection, installation and maintenance of all CCTV systems on University premises in consultation with the Chief Security Officer. Only CCTV equipment that meets the design standards maintained by FM will be applied to University premises.
- b. Appropriate standard operating procedures are applied to all security CCTV applications to ensure effective and ethical management of equipment. Recorded information is appropriately maintained and accessed by authorised CCTV operators. All security CCTV systems installed will:
 - i. be located in a secure area,
 - ii. have signage in accordance with the legislation of the relevant state or territory,
 - iii. limit access to CCTV controllers and recorders to authorised CCTV operators only,
 - iv. be integrated into the University's wider electronic Security and Access Control System to enable effective monitoring by Campus Security, and
 - v. be used in accordance with relevant legislation or applicable codes of practice.

Alarm systems

(63) University property containing critical assets, highly confidential or sensitive information will be considered for protection by a suitable monitored alarm system:

- a. FM has responsibility for selection, installation and maintenance of all alarm systems on University premises. Only alarm systems that meet the design standards maintained by FM will be applied to University premises.
- b. Staff performing tasks that may be accompanied with a higher than usual security-related risk may (as part of an overall security solution) be considered for protection by a suitable monitored alarm system, such as a personal duress alarm.
- c. All persons on University premises are responsible for considering their own environmental security issues and are encouraged to seek professional advice from FM regarding the most appropriate security solutions. This may include alarm systems such as personal duress alarms.

Access control devices

(64) FM has responsibility for the selection, installation and maintenance of all access control devices and associated equipment on University premises in consultation with the Chief Security Officer. Only access control devices and associated equipment that meet the design standards maintained by FM will be applied to University premises.

(65) Access control devices are issued by the University to allow students, staff, and approved visitors access to controlled areas of the University. These must be used in accordance with any accompanying instructions and must:

- a. not be interfered with under any circumstances,
- b. only be used to access controlled areas for which they are currently authorised,
- c. only be used by the person to whom they have been issued - they must not be lent, given to or used by any other person to access a controlled area for which they have no authorised right of access, and
- d. remain the property of the University and must be returned on demand at any time.

(66) To ensure compliance with applicable fire and building safety codes, non-University approved access control equipment, including mechanical keys or locks, must not be used.

(67) Any unauthorised fabrication, duplication, issuing, possession, or use of access control devices is strictly prohibited. Fabrication of any access control devices must only be performed after written approval from the Director, Facilities Management or their nominee.

Part E - Responsibilities

(68) FM staff are responsible for:

- a. maintaining the security and safety of University premises,
- b. providing access to common areas, such as learning commons and timetabled teaching spaces,
- c. managing the University's access control systems which provide access to controlled areas, and
- d. providing adequate training for access coordinators.

(69) Campus Security staff are responsible for and will assist with:

- a. maintaining public order on University premises,
- b. the prevention of crimes and reporting suspected crimes to the Chief Security Officer, Campus Facilities Manager, the police and other relevant external authorities. Crimes may include:
 - i. crimes against an individual on University premises, such as assaults, offensive behaviour, or indecent

exposure, or

- ii. property crimes on University premises such as wilful damage, theft, and burglary,
- c. emergencies and critical incidents, including reporting emergencies to the Campus Facilities Manager, the Chief Security Officer, police, fire, ambulance and other relevant external authorities,
- d. providing information and assistance to the public in situations where Campus Security are the first and possibly only available contact for the University,
- e. ensuring entrants to University premises comply with the law and University rules whilst on University premises, and
- f. having their University identification card or security licence prominently displayed at all times or being able to produce this on demand.

(70) [Authorised access officers](#) are responsible for:

- a. taking reasonable action, in compliance with this procedure and associated documents, to regulate the access and behaviour of entrants to University premises,
- b. administering and controlling vehicle access to University premises and the related traffic and parking provisions,
- c. ensuring that processes are in place to provide necessary induction and supervision for any individuals approved for access to controlled areas within their responsibility, at a level that maintains the security of the area, safety of staff, students, contractors and visitors and protection of University property,
- d. appointing access coordinators and other nominated persons to control access, conduct or order for their area of responsibility, and
- e. ensuring that these authorities and responsibilities are not misused.

(71) Access coordinators are responsible for:

- a. managing access control devices within their allocated space in accordance with this policy, and
- b. managing internal access within the allocated space under the direction of the access coordinator's senior manager.

Section 4 - Guidelines

(72) Nil.

Section 5 - Glossary

(73) This procedure uses the same terms as defined in the [Facilities and Premises Policy](#), as well as the following additional terms:

- a. Access control devices - means any method for controlling and logging access used to define and control spaces (controlled areas) to which access restrictions apply including electronic code pads, card readers, duress buttons, locks and keys, identification cards and other mechanisms.
- b. Access coordinator - means persons assigned responsibility for imposing requirements of University procedures and regulations by a relevant authorised access officer. May be authorised to manage access control devices and internal access within an allocated space.
- c. Controlled area - means any area or space on University premises to which general or public access is not generally permitted and access to any such area must be with prior authorisation.

- d. Disorderly conduct – means conduct including the following:
- i. failure to comply with University rules, policies, procedures and other regulations,
 - ii. conduct which impairs the reasonable freedom of other persons to pursue their studies, research, duties or lawful activities in the University or to participate in the life of the University,
 - iii. threatening the health, safety or welfare of staff, students or visitors of the University,
 - iv. failing to obey any reasonable direction and/or to provide appropriate identification on request of an authorised access officer or other person authorised by the University in relation to controlling access, conduct or order on University premises and facilities,
 - v. accessing any place on University premises which the person is forbidden to access,
 - vi. littering, damaging, defacing, or wrongfully dealing with any University property or any other property on University premises,
 - vii. smoking on University premises in breach of this procedure,
 - viii. failing to comply with the requirements for bringing animals onto University premises or mistreating any animal on University premises, and
 - ix. any other unreasonable conduct disrupting the normal activities of the University.
- e. Security incident – means any situation that might compromise the security of people, assets or property on University premises, for example, acts of violence, theft or damage, suspicious or threatening behaviour, activation of any alarm, any instance of unauthorised access, disorderly or unlawful conduct, and any emergency situation such as fire, flood or accident.
- f. Security Officer/Campus Security – means the security officers engaged by the University and licensed within the meaning of the [Security Industry Act \(NSW\) 1997](#), Security Industry Act (ACT) 2003 or Private Security Act (VIC) 2004 as applicable.

Status and Details

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Unit Head	Steve Mitsch Director, Facilities Management +61 (02) 6051 9863
Author	Vanessa Salway Manager, Policy and Records
Enquiries Contact	Facilities Management 02 633 86336