

## **Security at Commission Hearings**

In the vast majority of proceedings before the Commission, all participants conduct themselves with courtesy and decorum. On very rare occasions however, some individuals can behave aggressively or even violently.

The Commission has the following measures in place.

At our Oxford Street facility, all Conference rooms and Hearing rooms are fitted with duress alarms. Arbitrators also have the option of carrying duress alarm pendants. The duress alarms are monitored by staff at the Concierge desk. If a duress alarm is activated, the Concierge will immediately alert building security who will attend without delay. If necessary the Concierge can call the Surry Hills police station for assistance.

Regional venues are more difficult for the Commission to monitor. However, in order to become an approved venue, each organisation has to satisfy the Commission that they have appropriate security practices and protocols in place.

If you have any concerns in a particular matter, whether in Sydney or a regional venue, please advise the Arbitrator, or contact the Registrar or Deputy Registrar Operations to discuss the issue.

Arrangements can be made to change the way the proceedings are conducted, or if necessary, engage a security guard to attend on site.

Sian Leathem  
Registrar  
27 June 2008