

Activity 4 Handout

Provision of Security Guarding Services

The Department for Regulation of Air Transport (DRAT) has recently been reviewed by a security consulting firm. The report has found that the current security arrangements in place at DRAT premises are inadequate. They found that the security access controls were below the standard recommended and did not provide a deterrent to unauthorised entry.

In addition the current process of having one Australian Public Service (APS) staff member on the front desk was also identified as a point of weakness. The staff member was normally alone, had no formal security training and was not required to confirm security access. This was highlighted recently when a member of the public became enraged with the department and verbally assaulted the staff member at the front desk. The staff member, who had no formal security training, has now taken stress leave.

In addition, the report also highlighted that it was common practice for staff to 'tailgate' through the access doors. In effect this process allows unauthorised staff to easily gain access to the DRAT premises. On a number of occasions staff have found unauthorised members of the public wandering around inside the building.

The last concern raised by the report was the complete lack of security patrols both internally and externally to the building. No external patrols were conducted after hours and internal patrols were undertaken by DRAT internal security staff on an ad hoc basis.

These procedures were common across all the premises operated by DRAT across Australia (Canberra, Sydney, Melbourne and Perth).

Senior management within DRAT have reviewed the report and strongly supported the recommendation that an appropriately qualified security firm be engaged to provide security reception and monitoring services for a minimum period of three (3) years.

A review of the budget has concluded that the estimated cost of the services cannot be found within the existing budget allocation.

You have been tasked with preparing the documentation to obtain the funding for the new security services. It is early August, and it is expected that a contract will be in place early in the new calendar year.