



## **WORKPLACE OFFICE DESIGN GUIDELINES**

### **COUNCIL OF AUSTRALASIAN TRIBUNALS**

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Issue: Final - 6<sup>th</sup> June 2013

Prepared by:



## Foreword

Good design in any building project is hard to achieve. In most cases compromises are required between elements such as the amount of space available, the amount of funding available and the facilities needed. These guidelines have been produced by COAT with the assistance of the IA Group to assist Tribunal leaders and staff to be able to effectively engage in facility planning and design processes. They set out the minimum features one can reasonably expect of tribunal premises and provide a basis for excellent design. I commend them to you

Justice Iain Ross AO

A handwritten signature in black ink, appearing to read 'Iain Ross', written in a cursive style.

Chair National COAT  
June 2013

## 1.0 INTRODUCTION

### 1.1 Background

The executive for the Council of Australasian Tribunals (CoAT) commissioned IA Group, on behalf of its members, to undertake a series of studies and analysis of varying tribunal operations while drawing on its vast national experience within this Government sector to develop a set of workplace design guidelines. The overarching principle of the guidelines would be that they provide a “baseline” standard of requisites.

The guidelines would assist members in the assessment of their space and or design requisites when reviewing existing or new space in new buildings, or within a sub-tenancy of a sister or parent agency.

The guidelines do take into consideration aspects of security (provided by IA Group’s in-house SSEC endorsed consultant) to be incorporated as part of any design and PSPF requisites.

As these are design guidelines they are not to be interpreted as an accommodation brief as each agency will vary in its size, numbers of staff, make up, functions and type of service delivery, not discounting the number of clientele or volume of applications received and heard by a tribunal. A full accommodation brief should be undertaken at the time by a design partner utilising these design guidelines as the criteria for establishing the space requisites.

### 1.2 Summary

The Council of Australasian Tribunals (CoAT) workplace office design guidelines have been developed for the benefit of the people that work in these offices and to enable CoAT to provide the best possible service to its clients.

CoAT workplace design guidelines aim to:

- Create an environment which encourages team work, higher productivity, increased effectiveness and enhanced atmosphere of trust and empathy.
- Ensure that all facilities are safe and designed to promote the physical wellbeing of staff and tribunal users.
- Ensure that consistent standards of appropriate and supportive work environments are achieved across the nation.
- Allow some aspects of flexibility in the facilities and services to cater for local and regional characteristics based on specific locations and needs.

This information is intended to outline the generic principles that apply when implementing the CoAT workplace office design guidelines.

## 2.0 PERFORMANCE STANDARDS

### 2.1 REGULATIONS, STANDARDS AND CODES

The following Standards, Codes Acts and Regulations must be complied with (using the current version applicable at the time of construction):

- Disability Discrimination Act
- All relevant Australian Standards including Design for Access and Mobility AS 1428
- The Human Rights and Equal Opportunity Commission advisory notes.
- The Building Code of Australia.
- All relevant State and Territory regulations, standards and codes.
- The National Code of Practice for the Construction Industry and the Australian Government Implementation Guidelines for the Code.
- The Environment Protection and Biodiversity Conservation Act and the requirements of the State and Territory Departments and Authorities responsible for planning and environmental matters.
- The National Standard for Construction Work Document, National Occupational Health and Safety Commission.
- Commonwealth Property Management Framework.

### 2.2 AUSTRALIAN GOVERNMENT PROTECTIVE SECURITY POLICY FRAMEWORK (PSPF) – *AS APPLICABLE*

- As a policy of the Australian Government, the following agencies are required to apply the Protective Security Policy to the extent of their enabling legislation allows:
  - agencies subject to the Financial Management and Accountability Act 1997 (FMA Act)
  - bodies that are:
    - subject to the Commonwealth Authorities and Companies Act 1997 (CAC Act), and
    - have received Ministerial direction to apply the general policies of the Australian Government, and
  - other bodies established for a public purpose under a law of the Commonwealth and other Australian Government agencies, where the body or agency has received a notice from the relevant Minister that the PSPF applies to them.

## 3.0 OFFICE PLANNING PRINCIPLES

### 3.1 LOCATION

The location of the building, where possible, shall meet the following criteria:

- Close, easy access to public transport services.
- Within easy walking access to public parking.
- Compliant access in accordance with the DDA.

### 3.2 OFFICE PLANNING LAYOUT & DESIGN CONSIDERATION

- Adoption of a 3 zone planning concept:
  - Zone 1: Public space - Information, waiting and public contact.
  - Zone 2: Collaboration space – Public face to face, transactional activities, interviews, proceedings and hearings.
  - Zone 3: Secure Staff space – Back of house staff area, no public contact.
- There shall be a clear separation of public areas from the general office and staff to ensure security and the integrity of the process is not compromised.
- There shall be natural access control and channelling of visitors to a defined reception point.
- Entry points shall be highly visible from the reception point.
- Corridors, lobby and waiting areas should be 'open' and 'unobstructed' where possible to assist CCTV surveillance and eliminate blind spots.
- Where possible, Hearing Rooms, Interview Rooms and other public contact areas shall be grouped together and close to the reception area (i.e. they shall not be isolated or situated in corners).
- Hearing Rooms or high-risk interview rooms shall have two doors that are diagonally opposite each other: one for public access and the second for staff access from the secure side.
- Staff access door to Hearing Rooms and high risk Interview Rooms shall open outwards into the secure side with locking mechanism on secure side (to prevent clients from following staff into secure areas).
- Hearing Rooms and Secure Rooms shall have passive security design features such as access doors located behind member's seating, table / bench placed against a side wall, as wide a table as feasible and where necessary, provide a delineation in floor colour / finish between members' and public areas.

- There shall be segregation between Public and Staff toilets, on Hearing Room floors. Staff toilets shall be located within the secure space and not accessible to the Public.
- It is desirable for staff and members to have separate access to the facility and the hearing spaces therein. This should extend to vertical transport, where lifts are separate and/or locked -off for staff and members only.
- Where possible, items of furniture such as planter boxes should be used sparingly in public areas.

### **3.3 ENGINEERING SERVICES**

Engineering services which shall include, but not limited to, mechanical ventilation, electrical services, lighting, data, fire, hydraulics and acoustic shall be prepared in accordance with the requirements of the relevant Australian Standards, Codes and good engineering practice.

#### **3.3.1 Acoustic**

All conference, meeting, interview rooms, video-conferencing facilities and hearing rooms where sensitive discussions occur, shall have a rating which meets or exceeds Rw 45 (min.)

#### **3.3.2 Lighting - CCTV**

Should CCTV surveillance be installed, the lighting in public areas under CCTV surveillance are required to maintain sufficient illumination at all times for the camera to operate effectively. A minimum of 10 lux shall be provided after hours.

### **3.4 SECURITY**

This document sets the minimum standards (baseline) and provides guidance relating to design planning.

The specific protective security measures for a facility should be determined through a Risk Review process which may identify additional control measures that exceed this guideline. The Security officer of each government agency or relevant tribunal should be contacted and consulted for further advice.

#### **3.4.1 Access Control System**

Agencies are to control access to their facilities (back of house) and other sensitive areas such as Server Room. This can be achieved through a mixture of physical security measures such as electronic access control system, mechanical locking devices operated by codes or commercial restricted keying system. All access-controlled doors must be fitted with a door closer.

### **3.4.2 Intruder Alarm System**

Intruder Alarm System can provide early warning of unauthorised access to agencies' facilities. Consideration should be given to the installation of an appropriate alarm system. If installed, the alarm system must be monitored back to base and linked to a pre-determined response.

### **3.4.3 Duress Alarms**

Monitored duress alarms enable employees to call for assistance in response to a threatening incident. Agencies shall use duress alarms activated by dual action duress buttons to reduce the occurrence of false alarms.

Fixed duress alarms are to be installed under the Reception counters, Hearing Rooms and Interview / Conciliation Rooms. Hidden fixed duress alarms should enable employees to raise an alarm discreetly and be augmented by procedures that provide an appropriate response.

Portable pendant duress alarms may be provided in addition to hard wired duress alarms in interview/conciliation rooms. These portable pendant alarms are to be mounted in close proximity to the entry door to the room on the secure side.

### **3.4.3 CCTV**

CCTV surveillance is required for public areas and other specified high security areas. A CCTV monitor to be installed at reception point.

## **3.5 WORKSTATIONS**

### **3.5.1 Workstation types:**

WS1: Standard 1800mm X 1800mm adjustable workstation.

WS2: Standard 2100mm X 2100mm adjustable workstation.

WS3: Standard 2400mm X 2100mm adjustable workstation.

#### **All workstations are to be provided with the following:**

1 X 3 drawer lockable mobile pedestals (2 X storage drawers with pencil tray in top drawer and 1 X file drawer)

1 X 600mm long screen hung book shelf

2 X double GPO

1 X double comms/data outlet

1200mm high screens (extent of screen to be determined with Staff Advisory Groups).

### 3.6 ADDITIONAL STORAGE

Some areas may require additional storage. Provide file cabinets or shelves within close proximity to the workstations.

Provide lockable file cabinets or shelves where required.

Lockable storage cabinets with restricted keying system shall be provided for storage of sensitive materials if required.

Pigeon hole joinery to be located near staff entry.

### 3.7 PARTITION WALL TYPES

Type P1: Solid Plasterboard Partition

(Rw 35) 64mm metal studs with 1 X 13mm plasterboard sheeting on both sides

Type P2: Full Height Solid Plasterboard Partition

(Rw 40) 64mm metal studs with 1 X 13mm plasterboard sheeting on both sides

580gsm polyester acoustic insulation

Type P3: Full Height Solid Plasterboard Partition

(Rw 50) 64mm metal studs with 2 X 13mm plasterboard sheeting on both sides

580gsm polyester acoustic insulation

Extend at least one sheet of plasterboard on both sides of the wall to the underside of the soffit. Head of partition to be sealed with flexible acoustic rated sealant

Rw 35 Normal degree of speech privacy. Normal voice level is audible at times. Raised voice level will be intelligible.

Rw 40 Slightly better than normal degree of speech privacy. Normal voice level is faintly audible at times. Raised voice level may be intelligible.

Rw 50 Good degree of speech privacy. Raised voice generally inaudible and unintelligible.

### 3.8 DOOR TYPES

Type D1: Standard 33mm MDF solid core door.  
(Rw 25) Use: Typical door for most applications including office.

Type D2: Standard 45mm MDF solid core door with acoustic seals to head, bottom and jambs such as Raven RP10 and RP8 or equivalent.  
(Rw 34) Use: Training Rooms, Conference Rooms etc.

Type D3: Standard 45mm MDF solid core door.  
(Rw 30) Use: Access doors for Staff / Client areas.

### 3.9 FINISHES, FITTINGS AND FIXTURES

The finishes schedule provides detailed information on the overall finishes and joinery items for each individual room, furniture and fitting.

Miscellaneous fixtures such as pin boards / notice boards, whiteboards, waste bins and other miscellaneous items are to be provided in consultation with the staff advisory group.

These are to be determined in consultation with the staff advisory group.

### 3.10 AUDIO VISUAL EQUIPMENT

The Audio Visual equipment is for general use in one of the Hearing Rooms / Training Room and shall be determined in consultation with the staff advisory group.

It is preferable that the audio visual and telephone systems are linked into the sound recording system with amplification built in.

## 4.0 ZONING DIAGRAM

### Zone 1

Public space including:

- Entry area
- Reception including
- Waiting
- Self-service (Utility) area
- Directory / Digital signage
- Public amenities - toilets
- Tea point

### Zone 2

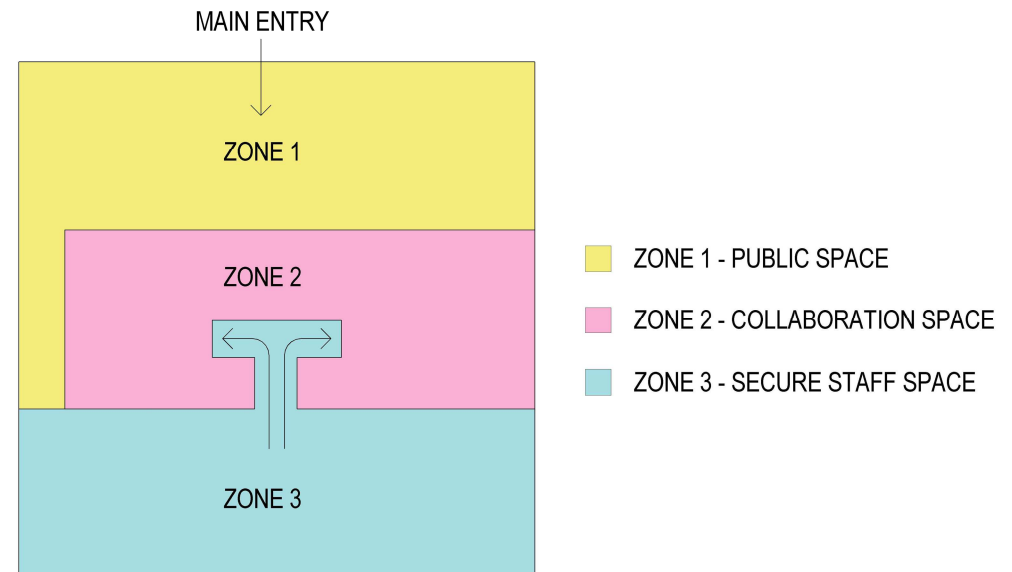
Collaboration space including:

- Proceeding / Hearing rooms
- Interview / Conciliation
- Meeting / Training rooms

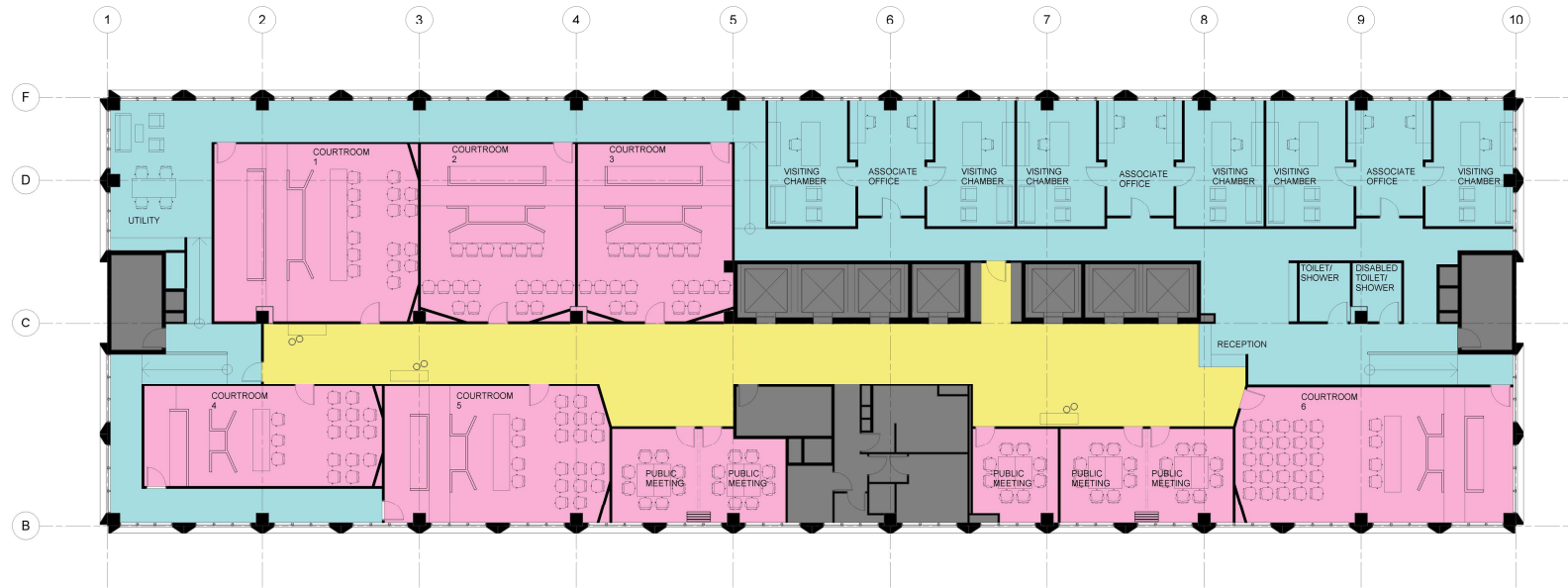
### Zone 3

Secure Staff space including:

- Office space / area
- Members' rooms
- Storage
- Mail room
- Comms room
- Staff / break out rooms
- Staff amenities – kitchen and toilets
- Utility areas including printing room
- Family / First Aid room



## 5.0 TYPICAL LAYOUT



- ZONE 1 - PUBLIC SPACE
- ZONE 2 - COLLABORATION SPACE
- ZONE 3 - SECURE STAFF SPACE

**Sample layout**

## 6.0 ROOM TYPES

### 6.1 RECEPTION (No cash transactions)

- Reception counter shall be designed to accommodate wheelchair accessibility in accordance with the DDA requirements.
- Reception and service counters shall be designed as wide as possible within the parameters defined by ergonomic practice and be designed to prevent a person from easily jumping over the counter.
- Where possible, the reception and/or counter service area shall be equipped with an escape door into the general office area to provide staff with rapid egress. Door to be NOT fitted with door closer.
- Electronic notice board/s indicating hearing appointments, parties involved and assigned room numbers shall be provided.
- Manned reception – (staff numbers to be confirmed with the staff advisory group)
- Power and data points for 2 separate computer monitors with connection to the server.
- Duress button with dual press activation (under bench mount)

#### **OPTIONAL – Reception with cash transactions**

- Secure cash drawer.
- Door type D3.
- CCTV and monitor. (Optional provision).

### 6.2 SMALL PROCEEDINGS / HEARING ROOM (3 – 5 persons)

- Table (not mobile) and chairs.
- Provide visual barrier on table to ensure Member's notes taking is private.
- Allow additional power and data points at member's side of the bench for a printer and 2 separate computer monitors with connection to the server.
- Open bookshelf or lockable storage for sensitive materials to the Chair. (confirm requirement with the staff advisory group)
- Duress button with dual press activation (under desk mount)
- Type P3 partition walls.
- Door type D2.

**OPTIONAL**

- Multi directional microphone for digital recording.
- Public gallery seating – 2 rows of seats at rear of room.
- Portable hearing loops

**6.3 LARGE PROCEEDINGS / HEARING ROOM (6 – 10 persons)**

- Large table and chairs.
- Clear, unobstructed lines of sight from member's bench to entire room including entry door.
- Provide visual barrier on table to ensure Member's notes taking is private.
- Allow additional power and data points at member's side of the bench for a printer and 2 separate computer monitors with connection to the server.
- Multi-functional setting for staff meeting, training etc. (to one room only)
- Video and telephone conferencing facilities.
- Hearing loop where AV equipment is installed.
- Duress button with dual press activation (under desk mount)
- Type P3 partition walls.
- Door type D2.

**OPTIONAL**

- Multi directional microphone for digital recording.
- Wired for Wi-Fi.
- Public gallery seating – 2 rows of seats at rear of room.

#### **6.4 LARGE PROCEEDINGS / HEARING ROOMS - FORMAL COURT ROOM SETTING (6 - 10 persons excluding gallery seating)**

- No raised benches.
- Clear, unobstructed lines of sight from member's bench to entire room including entry door.
- Court room type setting: Bench, witness stand, transcript desk, parties' bench for 4 – 5 persons on either side of the table.
- Bench, transcript desk and parties' bench to be provided with power and data points.
- Allow additional power and data points at member's bench for a printer and 2 separate computer monitors with connection to the server.
- Multi-functional setting for staff meeting, training etc. (to one room only).
- Video and telephone conferencing facilities.
- Hearing loop where AV equipment is installed.
- Duress button with dual press activation (under desk mount)
- Type P3 partition walls.
- Door type D2.
- Staff access door to be electronically access controlled (i.e. reader on hearing room side) and fitted with a door closer

##### **OPTIONAL**

- Fixed microphones for digital recording with amplification.
- Wired for Wi-Fi.
- Public gallery seating – 2 rows of seats at rear of room.

#### **6.5 SMALL INTERVIEW / CONCILIATION ROOMS (minimum 4 persons)**

- Informal setting with table and chairs.
- Power and data points for computers. Provide connection to the server.
- Duress button with dual press activation (under desk mount)
- Type P3 partition walls.
- Door type D2.

## **6.6 SPECIAL SMALL INTERVIEW ROOMS (minimum 4 persons)**

- Table and chairs with provision for a children's play area and children's furniture.
- Storage unit for toys.
- Power and data points for computers. Provide connection to the server.
- Duress button with dual press activation (under desk mount)
- Type P3 partition walls.
- Door type D2.

## **6.7 WAITING AREA**

- Close proximity to reception and Hearing Rooms.
- Loose or fixed seating.
- Electronic notice board/s indicating hearing appointments, parties involved and assigned room numbers shall be provided (may be shared with Reception).
- CCTV surveillance required for public contact areas including waiting area, lift lobby, corridors and reception.

## **6.8 UTILITY (Public)**

- Close proximity to Reception for public use.
- Joinery bench top for computer and printer.
- Power and data points for computers. Provide connection to the server.
- Power for photocopier.
- Waste paper basket.

## **6.9 UTILITY (Staff)**

- Joinery bench top for computer and printer.
- Overhead cabinets.
- Power and data points for computers. Provide connection to the server.
- Power and data points for office equipment.
- Waste paper basket.

## **6.10 PRINTING AND COLLATING ROOM**

- Deep joinery bench top for office equipment, sorting and collating.
- Overhead cabinets.
- Power and data points for computers. Provide connection to the server.
- Power and data points for office equipment.
- Waste paper basket.

## **6.11 MAIL ROOM**

- Benches for sorting.
- Pigeon holes.
- Joinery for storage.
- Power and data for office equipment.
- Waste paper basket.

**6.12 STORE ROOM**

- Storage / shelving units for files and documents.
- Rolling storage units to be considered where applicable.
- Lockable storage cabinets with restricted keying system shall be provided for storage of sensitive materials.
- Door type D3.

**6.13 CHAIRMAN'S / PRESIDENT'S / PRINCIPAL MEMBER'S ROOM**

- Type WS3 workstation and chair with 2 visitors' chairs.
- Small meeting table with 4 armchairs and/or lounge.
- Built in credenza with pinboard, coat cupboard, lockable storage shelving units and filing drawers.
- Power and data points connected to the server.
- Type P2 partition wall.
- Door type D2.
- Waste paper basket.

**6.14 SENIOR MEMBER'S MEMBER'S ROOM**

- Type WS3 workstation and chair with 2 visitors' chairs.
- Small meeting table with 4 chairs.
- Built in credenza with pinboard, coat cupboard, lockable storage shelving units and filing drawers.
- Power and data points connected to the server.
- Type P2 partition wall.
- Door type D2.
- Waste paper basket.

**6.15 MEMBER'S ROOM**

- Type WS3 workstation and chair.
- Lockable storage shelving unit.
- Power and data points connected to the server.
- Type P2 partition wall.
- Door type D2.
- Waste paper basket.

**OPTIONAL**

- Coat cupboard

**6.16 REGISTRAR'S / OTHER NOMINATED STAFF ROOM**

- Type WS2 workstation and chair.
- Lockable storage shelving unit.
- Power and data points connected to the server.
- Type P2 partition wall.
- Door type D2.
- Waste paper basket.

**OPTIONAL**

- Coat cupboard

**6.17 OPEN OFFICE**

- Type WS1 workstations and chairs.
- Open shelving units.
- Lockable storage cabinets where required. (Restricted keying system shall be provided for storage of sensitive materials).
- Pinboards and whiteboards.
- Coat cupboard joinery.
- Waste paper baskets.

**6.18 BREAKOUT SPACE**

- Small side table and chairs
- Power and data points connected to the server.

**6.19 FIRST AID / FAMILY ROOM**

- Single bed.
- Lockable medicine cabinet.
- Table and chair.
- Power and data points.
- Waste paper basket.

**OPTIONAL**

- Arm chair (for breast feeding mothers – confirm with staff advisory group if this is required).

**6.20 STAFF AMENITIES / KITCHEN**

- Table and chairs
- Joinery unit with drawers and overhead cabinets.
- Provide sink, dishwasher, microwave, refrigerator, chilled filtered and boiling water unit.
- Waste bins.
- Power points.

**6.21 TEA POINT (Public)**

- Close proximity to waiting area.
- Joinery for tea / coffee making facilities.
- Filtered chilled and boiling water unit.
- Power points.
- Waste bin.

**6.22 BASE BUILDING TOILETS (Public)**

- Baby change facilities (where possible)

**6.23 COMMS ROOM**

- Rack/s (size to be confirmed).
- Power points.
- Supplementary air conditioning unit (to be confirmed).
- Anti-static vinyl floor.
- Access controlled door and fitted with a door closer.
- Door type D3.

## 7.0 ACCOMODATION MATRIX

Descriptor	Public , Formal & Informal, Various, High Volume	Private, Informal, Specific, Low Volume	Public and private, High Volume, Formal, Informal Conciliation	Private, Formal & Informal, arbitrary, Mid Volume	Comments
Example for comparative	NCAT	VRB	CTTT	MAA/WCC	
Reception (no cash transaction)	Yes	Yes	Yes	Yes	
Reception (with cash transaction)	No	No	Yes	No	Some cash transactions
Security Screening (airport style metal detectors)	No	No	No	No	Not required.
Small Proceedings / Meeting Rooms	Yes No. required:	Yes No. required:	Yes No. required:	No	Wired for Wi-Fi (optional)  No voice recording required for MAA Proceeding Rooms.  Voice recording to be provided to WCC Proceeding Rooms.
Large Proceedings / Meeting Rooms	Yes No. required:	Yea No. required:	Yes No. required:	Yes. No. required:  Room secure: Not accessible w/o card / key from public side	
Formal Proceedings / Hearing Rooms	Yes. No. required:	Yes. No. required:	Yes. No. required:	Yes. No. required: Not accessible without key from outside	No recordings required for MAA  1 Hearing Room to be multi-functional – serving as Training Room

Waiting Area	Yes. No. of seats required:	Yes. No. of seats required:	Yes. No. of seats required:	Yes. No. of seats required:	
Interview / Conciliation Rooms	Yes. No. required:	Yes. No. required:	Yes. No. required:	Yes. No. required: 2 per hearing room	
Utility - public	Yes	Yes	Yes	Yes	Close proximity to Proceedings and Hearing Rooms
Utility - staff	Yes	Yes	Yes	Yes	Additional utility area for issuance of decisions / directions / orders etc. in close proximity to Reception
Printing and Collating Room	Yes	No	Yes.	No	
Training Rooms	Yes	No	Yes	Yes	Combined with Hearing Room
Chairman's / President's / Principal Members' Rooms	Yes. No. required:	Yes. No. required:	Yes. No. required:	Yes. No. required:	
Senior / Principal Members' Rooms	Yes. No. required:	Yes. No. required:	Yes. No. required:	Yes. No. required:	
Members' Rooms	Yes. No. required:	Yes. No. required:	Yes. No. required:	Yes. No. required:	Includes Part time members with hot desking arrangement
Registrar's / Other Nominated Staff Room	Yes	Yes	Yes	Yes	
Open Office	Yes	Yes	Yes	Yes	
Store Room	Yes	No	Yes. Large volume of files.	No	
Secure Store Room	Yes	No	No	No	Not required
Sound Recording Room	No	No	No	No	Not required
Breakout Space / Quiet Rooms	Yes if space permits	Yes if space permits	Yes if space permits	Yes if space permits	Close proximity to hearing rooms for members' deliberations etc.

Tea Point – public	No	Yes	No	No	
Staff Kitchen / Breakout Space	Yes	Yes	Yes	Yes	
Comms Room	Yes	Yes	Yes	Yes	
First Aid / Family Room	Yes	Yes	Yes	Yes	
Mail Room	Yes	No	Yes but diminishing	No	
Safe	No	No	Yes	No	
Toilets (Public)	Yes	Yes	Yes	Yes	Baby change facilities in public toilets.
Toilets (Staff)	Yes	Yes	Yes	Yes	Separate toilets for staff (not accessible to public)
Children’s Room	No	No	No	No	Not required.
Library / Reference Room	No	No	No	No	Not required
Detention Room	No	No	No	No	
<b>Other considerations</b>					
Internal staircase between floors if required and where possible.	TBC	TBC	TBC	TBC	Separate lifts not necessary.
Security guards – room	TBC	TBC	TBC	TBC	If no base building security
Signage	Yes	Yes	Yes	Yes	Room numbers, Australian Coat of Arms, Department names, statutory signage and directional signs.

## 8.0 REMOTE SITES CHECKLIST

8.1 LOCATION	YES	NO	COMMENTS
The location of the building, where possible, shall meet the following criteria:			
• Close, easy access to public transport services.	<input type="checkbox"/>	<input type="checkbox"/>	
• Within easy walking access to public parking.	<input type="checkbox"/>	<input type="checkbox"/>	
• Compliant access in accordance with the DDA.	<input type="checkbox"/>	<input type="checkbox"/>	
<b>8.2 FACILITIES LAYOUT</b>			
• Separation of public areas from the staff areas.	<input type="checkbox"/>	<input type="checkbox"/>	
• Hearing Rooms or high-risk interview rooms have two doors that are diagonally opposite each other: one for public access and the second for staff access from the secure side.	<input type="checkbox"/>	<input type="checkbox"/>	
• Staff access door to Hearing Rooms and high risk Interview Rooms open outwards into the secure side with locking mechanism on secure side (to prevent clients from following staff into secure areas).	<input type="checkbox"/>	<input type="checkbox"/>	
• Hearing Rooms and Secure Rooms have passive security design features such as access doors located behind member's seating, table / bench placed against a side wall, as wide a table as feasible and where necessary, delineation in floor colour / finish between members' and public areas.	<input type="checkbox"/>	<input type="checkbox"/>	
• Separate Public and Staff toilets, on Hearing Room floors. Staff toilets located within the secure space and not accessible to the public.	<input type="checkbox"/>	<input type="checkbox"/>	
• Public toilets provided with baby change facilities.	<input type="checkbox"/>	<input type="checkbox"/>	
• Separation of public areas from the staff areas.	<input type="checkbox"/>	<input type="checkbox"/>	
• Hearing room furniture suitable for purpose.	<input type="checkbox"/>	<input type="checkbox"/>	
<b>8.3 AUDIO VISUAL EQUIPMENT</b>			
• Hearing room equipped with audio visual and telephone systems linked into the sound recording system with built-in amplification.	<input type="checkbox"/>	<input type="checkbox"/>	
• Hearing loops installed where amplification is provided.	<input type="checkbox"/>	<input type="checkbox"/>	

#### 8.4 ENGINEERING SERVICES

- Equipped with adequate engineering services which shall include, but not limited to, mechanical ventilation, lighting, power, data and fire. ☐ ☐

#### 8.5 ACOUSTIC

- All conference, meeting, interview rooms, video-conferencing facilities and hearing rooms where sensitive discussions occur have adequate sound insulation. ☐ ☐

#### 8.6 SECURITY

##### 8.6.1 Security Guards

- Provision of security guards on site. ☐ ☐

##### 8.6.2 Access Control System

- Physical security measures such as electronic access control system, mechanical locking devices operated by codes or commercial restricted keying system to secure staff areas. ☐ ☐

##### 8.6.3 Duress Alarms

- Fixed duress alarms installed under the Reception counters, Hearing Rooms and Interview / Conciliation Rooms. ☐ ☐
- Portable pendant duress alarms provided in addition to hard wired duress alarms in interview/conciliation rooms. ☐ ☐

##### 8.6.4 CCTV

- CCTV surveillance provided to public areas, reception and other specified high security areas. ☐ ☐

Guidelines Prepared By:

IA Group

On behalf of the membership

Council of Australasian Tribunals

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