### 13.3 Australian Hearing Hub - Concierge

#### Purpose

To provide an outline of the duties required to be performed by the Concierge at the AHH.

#### Guideline

The Concierge is located in the main Ground Floor Lobby and will be operational on Monday to Friday from 0700 - 1900 and on Saturdays from 0700 – 1300. The Concierge will not be required on Sundays or Public Holidays.

The key functions of the Concierge are:

- Assisting visitors with inquiries
- Directing visitors to appropriate areas
- Issue passes to visitors/contractors
- Coordinate access control passes for tenants
- Manage the use of the mixed space
- Manage parking

#### Visitor Passes

The visitor pass consists of two passes; one for long term students/staff and one for students/staff attending the AHH for the day.

Visitors entitled to a long term visitors pass are temporary students/staff members not studying at the University or employed at the University. These are students/staff that may be required to attend the AHH on a short term basis for specialist study or teaching.

Long term visitors will be issued with a temporary staff pass similar to all other persons working at the AHH. Long term visitors will be required to have their details to be recorded on Cardax (Security Access Software) and be photographed.

Short term (day) passes will be given to students/staff that will be attending the AHH on a day to day basis. These passes will be issued daily and must be returned at the end of the day. Access on these passes will be deleted once the pass has been returned.
Contractor Passes

There are two types of contractor passes; a long term pass for regular contractors conducting work at the AHH and a day pass for contractors that are visiting for the day.

Long term contractors will be required to have their detail entered on Cardax and be photographed.

Short term contractors will be issued a day pass which will give them access to the entire building. Short term contractors must sign for the days pass and must return the day pass once they have completed their work for the day.

NOTE: ALL CONTRACTORS MUST HAVE COMPLETED THE MACQUARIE UNIVERSITY CONTRACTOR INDUCTION AND MUST PROVIDE THEIR MACQUARIE UNIVERSITY INDUCTION CARD. IF THEY DO NOT PROVIDE THEIR INDUCTION CARD, PLEASE CONTACT THE SECURITY CONTROL CENTRE FOR MORE INFORMATION. (THE SCC HAS A DATABASE OF ALL COMPLETED CONTRACTOR INDUCTIONS)

Tenant Access Cards

All tenants within the AHH have separate access cards with their organizations logos on them. These cards are located in the shared office used by the Concierge/Building Manager behind the Concierge Desk. Also located in this office is a camera and card printer. The following procedure will be followed when issuing new staff access cards;

- Email notification is received from the authorised tenant representative informing the Concierge of the new staff member; name, access required, contact details etc.
- Confirmation of an appointment time by the Concierge to the authorised tenant representative

University Staff Access Cards

Staff access cards for the AHH are issued the same way as all other staff access cards. New staff members are required to attend Infomatics in Room 244, Building C5C where their photograph is taken and their University Identification card is issued.

Once a new staff member is in possession of their University Identification Card they will inform the Administrator within their Department/Office who will notify Security of the access requirements of the new staff member.

Management of Shared Spaces

There are a number of shared spaces within the AHH which are
reserved for the exclusive use of all tenants within the AHH. It is the responsibility of the Concierge to coordinate these spaces through their online calendar.

The following is the procedure to be followed when a request is made from a tenant within the AHH to book a Shared Space;

- Email notification is received from a tenant/tenant representative by the Concierge regarding the booking of a shared space
- Concierge checks that the Shared Space is available on the nominated time/date
- If a Shared Space is available, Concierge books this Shared Space and informs the tenant/tenant representative
- If Shared Space is unavailable, Concierge notifies tenant/tenant representative

**Note:** Any disputes arising from the booking of shared Spaces must be forwarded to the Building Manager

**Parking**

The AHH consists of two split levels of parking. They are;

Level B1 Upper – Australian Hearing Parking. Vehicles must display an “colour” coloured AHH Parking Permit

Level B1 Lower -

Level B2 Upper – This car park is reserved for………………..

Level B2 Lower – Visitor Parking. Vehicles **do not** need to display a Parking Permit.

These car parks are managed by the Macquarie University Security Department. Any complaints regarding parking at the AHH should be referred to the Security Client Services Officer.

**Contractor Parking**

Contractors performing work at the AHH will be entitled to parking on Level B1 Lower. On arrival to the AHH Contractors will be required to ‘sign’ in at the Concierge Desk. Once signed in, Contractors will be able to obtain a “coloured” Parking Permit from the Concierge. Contractors must sign for this Parking Permit and must return it at the end of their work day at the AHH.

**Note:** The Contractor Parking Permit is valid for the day of the work only. All Contractor Parking Permits must be returned to the Concierge on the day they were issued.
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<thead>
<tr>
<th><strong>Contact Officer</strong></th>
<th>Campus Security Manager</th>
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