



# **INFRASTRUCTURE AND ECONOMY**

## **KEYING SYSTEM**

### **POLICY 10.24**

**Version 1**

## **1. OBJECTIVES**

The Keying System Policy has been prepared to outline the policy for the issuing of keys to Council's facilities and assets and the distribution of keys.

The Keying System Policy has been prepared to outline the procedures for the issuing of keys to Council's facilities and assets and the maintenance of the keying system distribution.

This policy applies to all employees and Councillors of Lithgow City Council, contractors, community sports groups and any other person applying for a key to access Council's facilities and assets.

This policy does not apply to locks fitted to desks, lockers, filing cabinets and similar items.

The objectives of this Policy are:

- To provide a framework for the effective maintenance and management of Council's lock and keying system, including policy for the issuing of keys to internal staff, contractors and external stakeholders.
- To ensure Council's lock and key system is effectively maintained and managed.
- To ensure all keys issued to staff, contractors and stakeholder groups and/or individuals are recorded and registered.
- To implement a key bond system, which will be applied when keys are issued and a penalty fee for the non-return of keys.

## **2. POLICY IMPLICATIONS**

To provide a framework for the effective maintenance and management of Council's lock and keying system, including procedures for the issuing of keys to internal staff, contractors and external stakeholders.

## **3. DEFINITION**

This policy applies to all employees and Councillors of Lithgow City Council, contractors, community sports groups and any other person applying for a key to access Council's facilities and assets.

## **4. STAFF AUTHORITY AND RESPONSIBILITIES**

The authority to order keys lies with those officers approved by the General Manager to order keys. At the time of writing this policy, the following Lithgow City Council staff had been granted authority:

- Community and Culture Manager
- Building and Recreation Services Manager
- Cemeteries and Administration Supervisor

- Director Infrastructure and Economy
- General Manager

The following authorities and responsibilities apply:

Review of this policy and recommend changes	Building and Recreation Services Manager
Recommend changes to this policy	Director Infrastructure and Economy
Approve minor changes to this policy	General Manager
Approve major changes to this policy	Council
Maintain record of who has which key	Cemeteries and Administration Supervisor
Annually review the list of who has which key	Cemeteries and Administration Supervisor
Confirm insurance arrangements are up to date	WHS Coordinator
Custody of security bond (and associated records)	Financial Services Manager

## **5. POLICY FOR ISSUING OF KEYS TO STAFF / COUNCILLORS**

A request for a key to be issued must be provided on the form in writing (hardcopy or electronic) and be authorised by the relevant Supervisor or Manager. The issuing of masterkeys to any facility or asset must be endorsed by the Director or General Manager.

The staff member must acknowledge in writing that they are personally responsible for the key, that they are aware of this policy, and that they agree to comply with the requirements of the policy. The acknowledgement is a corporate record and must be registered.

## **6. PROCEDURES FOR ISSUING OF KEYS TO NON-STAFF**

A key bond, consistent with the Council's endorsed Fees and Charges, will be charged to each individual or user group for each key issued. This bond will be released upon return of the key.

Provision for the bond to be waived in some circumstances must be approved by the relevant Director.

The person requesting the key must use the approved form (hardcopy or electronic). The form includes the following details.

- Name of individual

- Name of organisation
- Address / contact details/ email address
- Date of key issue
- Period required
- Restrictions
- Date of return
- Key number
- Asset number

Persons requesting a key must sign the Key Issue Responsibility Acceptance form acknowledging that they:

- a) have received the key(s).
- b) unconditionally agree to return the key, if it is requested to be returned, and otherwise when the period applied for expires
- c) will immediately inform Council if the key is lost.
- d) are personally liable for the cost of replacing the key.
- e) will keep the key secure and not tag it in a way which would easily identify it, and they will comply with Council's Keying System Policy.
- f) may be held liable for replacing all locks that can be opened with that key if the key is lost or otherwise compromised, and Council considers this is necessary to maintain security, and
  - if the key is a master key the cost of replacing the locks could include all locks in multiple buildings.
- g) they are adequately insured if the key is a master key.
- h) are not to replace/alter any Council lock without written approval from the Council. Failure to comply will result in the locks being removed and replaced with a Council lock and the person will be liable for the costs incurred.

The form is a corporate record and must be registered.

Keys will not be mailed out. All keys must be personally handed over and signed for by the applicant at the time of issue.

Cleaners, contractors and security companies must provide certificates of currencies for insurances to cover the cost of a total re-keying should a Master Key be lost. The certificates must be renewed annually and an updated certificate of currency provided to Council.

All persons issued keys will also be made aware of this Keying System policy.

## **7. RESTRICTIONS**

Keys shall be used for the purposes for which they are issued or for other approved Council purposes only.

Additional restrictions may be placed on any key when it is issued or subsequently to the holder in writing. Such restrictions could include directing a contractor as to which of its employees may have effective access to the key, the way in which the key is stored, or that the key is not to be taken off the premises. Restrictions on staff might include that the key is to be kept secured on Council premises during periods of leave.

Staff who lend keys to other staff remains the person responsible for ensuring that the key is only used for approved purposes. It is expected that keys are only lent for very short periods of time (e.g. during a lunch break).

## **8. RETURN OF KEYS BY STAFF**

Staff must return keys when requested to do so, and in any event must return keys prior to termination of employment. Staff must immediately advise their coordinator/supervisor/manager if they believe the key is lost, destroyed or otherwise unable to be returned on demand.

Coordinators/Supervisors/Managers must advise Key Administration staff immediately.

Council staff will be required to provide a statutory declaration in the event of a key being lost. It will be at the discretion of the Departmental Manager to determine if the explanation is acceptable.

## **9. RETURN OF KEYS BY NON-STAFF**

At the conclusion of a contract, lease or facilities hire period, etc. the key(s) must be returned to the Council where upon the key bond(s) will be returned.

Failure to return the key(s) at the completion of the contract or hire period will result in a loss of the bond and possible rejection of future issuing of any keys to the person or group. It may also incur costs for rekeying of all locations where the key could be used.

## **10. BREACHES OF THIS POLICY**

The obligation to comply with this policy rests with each, employee, person and/or organisation obtaining a key. Sanctions may be applied if this Policy is breached.

Any person may report an alleged breach of this policy. Staff reporting a serious breach are encouraged to utilise Council's Public Interest Disclosures Policy.

The security of community assets is of utmost importance to Lithgow City Council. If this Policy has been breached, further action against the people responsible may be considered, depending on the severity of the breach. This may include counselling, disciplinary action (including termination of employment), referral for police action, withholding future key allocation and the taking of civil action.

## **11.DISCLOSURES**

This policy does not remove any other obligations under the Local Government Act, any other legislation, or relevant codes and policies regarding the disclosure of any interests.

## **12.PROCESS OF ISSUING KEYS FOR COMMUNITY FACILITIES**

Lithgow City Council is currently re-keying all its Community and Recreation facilities. The objective of this project is to ensure the security of both the facility and of the groups that use these facilities.

To achieve this objective, a new key system has been developed. This system provides Council with flexibility in terms of how it keys facilities, and where people can gain access, for example who needs access to storerooms, canteens, and change rooms etc.

The most significant change is that, when Council re-key's a facility, it will now require that each individual who wants to hold a key, signs a declaration form and pays a bond to Council. Individuals will also need to provide Council with their full contact details. It is important to remember when ordering keys, the fewer the keys, the more secure the building.

## **13.ISSUE OF KEYS**

Community Operating Committees and Incorporated Clubs/Associations will be issued with the following keys:

<b>Keys</b>	<b>Key cutting cost</b>	<b>Key bond</b>
Up to Four (4) keys - one for each of the executive committee members	Paid by Council	As per the Current Fees and Charges (paid to LCC)
Casual hire keys - the committee will need to indicate the number required. The Booking Officer will hold these keys.	Paid by Council	As per the Current Fees and Charges SWP (paid to LCC)

## 14. PERMANENT HIRER KEYS

Keys	Key cutting cost	Key bond
<b>Sporting Facilities</b>		
Five (5) keys - When proof of existing keys are provided	Paid by Council	As per the Current Fees and Charges SWP (paid from Club accounts)
Any key order after the initial keying	As per the Current Fees and Charges SWP	As per the Current Fees and Charges SWP (paid from Club accounts)
<b>Community Buildings</b>		
One (1) key – With the return of the existing key	Paid by Council	As per the Current Fees and Charges SWP (unless key holder can present a copy of a receipt for previous bond being paid)
Any key order after the initial keying	As per the Current Fees and Charges SWP	As per the Current Fees and Charges SWP

## 15. ORDERING KEYS

Council staff and a keying contractor will visit the facility with you to determine a key schedule. This key schedule, once completed, will be sent to the hirer.

It will be the responsibility of the Community Committee or the Incorporated Club/Association to complete a Key Application Form with the names and contact details of all Executive Committee Members, and to provide this information to Council. You will also need to order the number of casual hire keys you believe is necessary to operate your facility.

The Community Committee or Incorporated Club/Association will also need to distribute the Key Application Forms to their user groups.

The user groups will complete their Key Application Forms (with full contact details included) and return them to the committee, who will then order the keys through Council.

Council Officers inspect all Council's facilities regularly. Once a facility has been keyed to Council's Keying System, Council officers will arrange for any locks that have been subsequently replaced by user groups or management committees with their own locks, to be removed and replaced with the lock keyed to the key schedule. Costs for this service will be borne by the user group or management committee.

This cost will be invoiced to the user group or management committee by Council and will include the administration cost and the cost of a new lock.

## 16. TRANSFERRING OF KEYS TO ANOTHER PERSON

Council manages keys for facilities electronically. Should the holder of the keys change for any reason, please complete the Key Transfer Form with the name of the original key holder and the name and contact details of the person the key has been transferred to, and forward the form to Council.

## 17. KEY REGISTER

The Executive members of the committee will hold keys to the facility and the Booking officer will hold additional keys for casual hirers.

Council's Cemeteries and Administration Supervisor will maintain a key register of all key holders, coordinate bookings, collect fees, distribute keys to user groups, and arrange for the return of keys at the end of the hire period. Regular hirers may hold a key for their continued use. The Cemeteries and Administration Supervisor can contact user groups at any time to obtain a report of current key holders for their records and advise of any changes.

Should a casual hirer or member of your group fail to return key/s, the Cemeteries and Administration Supervisor will arrange for an invoice to be raised to recover the cost of cutting new keys for the facility or re-keying the facility if necessary.

### Review Date:

Once every term of Council.

<b>Maintained by Department:</b>	Executive	<b>Approved by:</b>	Strategic Infrastructure Committee & Council	<b>Council Resolution:</b>	25-60
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