

Out of Hours Access Policy and Procedure

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Table of Contents

Purpose	2
Implementation	2
Extended Uni Hub Playford Membership	2
Eligibility Criteria	2
Requirements	3
Terms of Use Agreement	3
Operating hours	3
Access	4
Security key card	4
Identification and compliance	5
Security and safety	5
Emergency exists	5
Emergency door release	6
Lock down button (large red mushroom button)	6
Duress alarm.....	6
Surveillance	6
Onsite security details	6
Safety and security statement	7
Risk assessment and safety	8
Promoting student well-being	8
Related documents	9
Administration use only	10

Purpose

Uni Hub Playford will be open to eligible students outside of staffed hours. This policy outlines which students will be granted access, what information will be collected to identify and verify students with access, and the terms of agreement under which the student will be granted access.

Implementation

Students will be granted out of hours access to the Uni Hub Playford in accordance with our Access and Registration Policy. Access to the site outside of staffed hours is limited to Extended Uni Hub Playford members who have been granted after-hours access.

To become an Extended Uni Hub Playford member, a registration form, and induction process must be completed and members must sign an out-of-hours terms of use agreement. Out-of-hours terms of use is detailed below and will be provided as a digital form to students during the induction process.

The Uni Hub Playford site cannot be accessed during periods of scheduled shutdown, which will be communicated via direct email to members and by on-site signage.

Extended Uni Hub Playford Membership

Extended Uni Hub Playford Membership allows students to access Uni Hub Playford during non-staffed hours, including after 5pm on weekdays and on weekends.

Eligibility Criteria

To be eligible for out of hours access to Uni Hub Playford facilities, students must satisfy the following criteria:

1. Currently enrolled university student.
2. Must be 18 years or over.

For students undertaking a bridging course, diploma or certificate as a pathway to university a request for out of hours access will need to be made. Staff will review the request, and extended access may be considered based on student need and capacity.

Requirements

Prior to receiving extended membership, a student must visit the Hub in person to fulfil the following:

1. Provide a Proof of Enrolment Letter for education provider (digital copy). This must be on an institutional letterhead and include;
 - a. Full Name
 - b. D.O.B.
 - c. Residential Address
 - d. Course Details
 - e. Start/End Dates
2. Present a photo ID to verify their identity.
3. Provide a digital photograph (to be held for reference in our system).
4. Sign a Terms of Use Agreement via digital form
5. Complete an on-site out of hours induction with Uni Hub Playford staff.
6. Complete a TAFE SA security card request form.

Personal information will be held in accordance with our Uni Hub Playford Privacy Statement and Uni Hub Playford Digital Management Systems. Information may also be shared with TAFE SA for access control, monitoring and card issuance purposes.

Terms of Use Agreement

Operating hours

These are the hours that students may access the Uni Hub Playford out-side of staffed hours - as of 30 June 2026.

Operating hours will be regularly reviewed to ensure students access needs are being met without compromising the safety and security of individuals utilising the space.

Current operating hours are as follows:

Day	Out of hours access	Staffed Hours	Out of hours access
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	<u>Morning</u>		<u>Evening</u>
Monday	7 am – 9 am	9 am – 7 pm	7 pm – 10 pm
Tuesday	7 am – 9 am	9 am – 5 pm	5 pm – 10 pm
Wednesday	7 am – 9 am	9 am – 7 pm	7 pm – 10 pm
Thursday	7 am – 9 am	9 am – 5 pm	5 pm – 10 pm
Friday	7 am – 9 am	9 am – 5 pm	5 pm – 9 pm
Saturday	8 am – 6 pm	-	-
Sunday	8 am – 6 pm	-	-

**Students must leave by the stipulated closing time, security will ask students to leave if they are still present after this time.*

Access

Uni Hub Members who have been granted out of hours access must:

1. Only access Uni Hub Playford via the main entrance (situated near the carpark).
2. Use the mandatory check in and check out system using the QR code provided at the front door.
4. Only access the space using the card assigned to them by Uni Hub Playford staff.
5. Not bring guests into the Uni Hub Playford out of staffed hours.
6. Students must not allow tailgating by other persons while transiting through doors or permit unauthorised access to the premises.
7. All students must swipe in separately even if entering the space together.
8. Leave by the stipulated closing time or as advised by security.
9. Students must ensure the premises are secure upon entry and exit.
10. Not utilise the space for activities other than study or study related activities.

Failure to adhere to the access protocol could result in loss of access and/or financial liability.

Security key card

Extended Uni Hub Members who have been granted out of hours access will be issued a security key card/ Fob for the site.

1. Security key cards are the property of Uni Hub Playford.
2. Extended Members are responsible for the following:
 - a. Return of security key cards upon request.

- b. Reporting lost or stolen cards to Uni Hub Playford staff immediately, directly or via email (unihub@playford.sa.gov.au) to ensure the appropriate security measures can be taken.
3. Uni Hub Playford may seek remuneration for lost or unaccounted for cards.
4. Extended Members may not loan or share access cards with any other individual for any reason.
5. Student access will be reviewed every six months in July and January. Student access will be deactivated if students fail to complete mandatory re-registrations.

Identification and compliance

To ensure a safe and respectful experience for all Uni Hub Playford Members, please note the following identification and compliance requirements when using the space out of hours:

1. Members may be asked to verify their ID while utilising the Uni Hub Playford.
2. Individuals are responsible for their own safety while utilising the Uni Hub Playford and must follow all lawful directives of Uni Hub Playford and TAFE SA staff while onsite.
3. Students are responsible for the security of their personal belongings at all times. Uni Hub Playford and TAFE SA accept no responsibility for loss, theft or damage to personal property.
4. Damage of property or personal injuries should be reported to Uni Hub Playford staff directly or via email (unihub@playford.sa.gov.au) as soon as practical.
5. For emergencies, contact on site security during security operation hours or emergency services immediately.

Security and safety

For your safety and security while using the Uni Hub Playford out of hours, please familiarise yourself with the following measures and procedures:

Emergency exits

There are three exit points to the space, the main doors at the front of the space and two exists are located at either end of the corridor to the rear of the space.

In case of fire, all doors will automatically disarm, evacuate via your nearest exist and assemble at the designated evacuation point. Await further instruction from emergency services or TAFE SA staff and security.

Emergency door release

Located next to each automatic door. Press to open automatic doors in case of an emergency.

Emergency lockdown button (large red mushroom button)

Located in the kitchen. Emergency lockdown, locks the front automatic doors to prevent entry from outside but can still exit from inside the building. Push to lock front doors – please note, this does not raise an alarm.

Duress alarm

Located in the kitchen, consult room, wellness room and service desks.
Activate by holding both buttons for 5 seconds to summon onsite security or emergency services when security is unstaffed.

Surveillance

Security cameras operate 24/7.

Arming the building

Students may be required to arm the building during out of hours access. If a student is the last one to occupy the spaces, they may be required to arm the space. This is done via the external card reader by swipe their card three times. Students must ensure no other students remain in the space prior to arming the space. A motion sensor will trigger an alarm if the space is occupied following alarming. Students will be advised if this protocol is required.

Onsite security details

Security hours and contact details are as follows:

Staffed Hours	Monday – Thursday 7:00am – 10:30pm Friday 7:00am – 9:30pm
Contact number:	0431 701 573

Location:	Building 1 TAFE SA Elizabeth campus (adjacent TAFE SA building)
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Outside of staffed hours security officers are the onsite first aid officers and fire wardens during specified hours.

Security do operate regular patrols of the area outside of staffed hours and may enter to check student wellbeing.

In case of an emergency

For immediate assistance call 000 for emergency assistance.

Reporting Incidence

If an incident occurs during unstaffed hours, please ensure you inform staff using the below contact details. Provide as much detail as possible including day, time and location, people involved if known.

Staffed Hours	Monday & Wednesday 9:00am – 7:00pm Tuesday, Thursday, Friday 9:00am – 5:00pm
Contact number:	08 8256 0272
Email:	Unihub@playford.sa.gov.au

Safety and security statement

Uni Hub Playford is committed to providing a safe and secure environment to its students and staff.

We acknowledge that findings of the recent National Student Safety Survey identified out of hours and isolated campus facilities, such as study hubs as high-risk environments, where incidences are more likely to occur.

In alignment with the National Higher Education Code to Prevent and Respond to Gender-based Violence, we are committed to prioritising student safety. We take a proactive approach to risk management, implementing strict access control policies and aligning hours of access with on-site security presence where possible, ensuring all students can study in a safe, monitored and supportive environment.

Risk mitigation and safety

Outside of staffed hours there is an increased risk of incidents and a reduced capacity to respond to an emergency.

The Uni Hub Playford therefore recommends students limit their access to daylight hours or during on-site security hours to mitigate the following risks:

1. Safety in isolation

Without security presence, students may be left working alone in isolated areas, which increases the likelihood of incidents and prevents timely assistance.

2. Security Risks

Unstaffed spaces are vulnerable to unauthorised entry, anti-social behaviour, and theft of personal belongings or Uni Hub equipment.

3. Emergency Response Times

In the event of a medical emergency, fire, or safety threat, on-site security allows for immediate intervention or evacuation assistance.

4. Environmental Factors

Restricting access to daylight hours ensures safe egress and ingress, reducing risks associated with travelling to and from the hub in darkness (e.g., parking, pedestrian access).

Promoting student well-being

By aligning operations with daylight hours and security presence, the Uni Hub Playford reinforces a culture of student wellbeing. Discouraging late-night access promotes healthy sleep habits and encourages students to study during peak cognitive hours.

Security management out of staffed hours

During unstaffed hours onsite security will be managed by TAFE SA's contracted security team, including mobile patrols. If security alarms are raised which incur fees this amount is payable and charged back to the City of Playford in alignment with the lease agreement for the site.

In case of an incident which requires the response of TAFE SA after hours Security response the City of Playford should be notified as soon as practical. Notification can occur via email to playford@playford.sa.gov.au, emails will be internally logged and

forwards to relevant teams within the City of Playford. If an immediate response is required City of Playford's customer service line should be utilised which will redirect to an on-call emergency staff member 82560333.

Student accessing the space during unstaffed hours will have undertaken the above specified processes and will have been issued access cards to provide access during allocated times. Students may be asked to leave the premise by attending security guard for the following reasons:

1. The site is unsafe e.g. fire, gas leakage, threat of physical harm.
2. The student has entered the site without an access card, unless express written consent has been given prior by Uni Hub Playford staff, which has been communicated to onsite security team.
3. The student has stayed onsite beyond the agreed upon hours of access.
4. The student is acting in a manner which is unsafe, threatening or putting themselves or others at risk.
5. The student is undertaking activities in the space which are outside the intended purpose.
6. The student has allowed guests into the space unless express written consent has been given prior by Uni Hub Playford staff, which has been communicated to onsite security team.

If a student has been removed from the space for any reason, Uni Hub Playford staff should be informed via email unihub@playford.sa.gov.au. This should include, where possible the student's name, access card number and a description of the incident including dates and times. Staff may ask to review video footage to verify the incident and take appropriate action relating to the individual's ongoing access.

Uni Hub Playford will be issued with a time log of student access during unstaffed hours monthly. This will allow access to be regularly reviewed and adjusted in accordance with student demand.

Related documents

Uni Hub Playford Access and Registration Policy

Uni Hub Playford Terms of Entry

Uni Hub Playford Privacy Statement

Uni Hub Playford Digital Management System

[GBV Regulator - Department of Education, Australian Government](#)

[National Student Safety Survey](#)

Administration use only

ECM document set no.	
Version no.	
Procedure link	
Policy author	
Endorsed by	
Resolution no.	
Legal requirement	
Review schedule	
Date of current version	
Date of next review	

Version history			
Version no.	Approval date	Approval by	Change