

Risk Management Information

Public Liability Insurer	Self-insured by Willis Towers Watson in conjunction with the Civic Centre (copy available on request).
Expiry Date	31 October 2026
Accreditation	POPE (Place of Public Entertainment) License
Access and Special Features	Centre access is on ground level and there is lift access to the first and second levels. Performance spaces have allocated spaces for wheelchairs, and hearing loop facilities are available.
Emergency Procedure	Staff trained by Trim Evac – Burwood; staff always trained in first aid on both of our sites.
Known Hazards	Fire – Fire evac system in place. Staff trained and back to base monitoring.
Equipment	Lifts – serviced and maintained by Schindler Group.
Venue Maintenance	Maintenance & repairs are carried out by licensed sub-contractors.
Toilet Facilities	Sufficient male/female/accessible facilities including parents' room.
Transport	Train/Bus/Taxi available nearby.
Pedestrian Access	Direct access via High Street and Civic Centre carpark (no stairs and accessible).
Unload and Pick Up	Bus: Bus bay on High Street or Civic Centre. Drop-off parking adjacent to Centre (no stairs and accessible) Train: 15-minute walk via Westfield Penrith Plaza. Car: Civic Centre parking bay.
Parking*	Civic Centre Council Parking – 2 hours maximum. Westfield Penrith Plaza – Fees apply after the first 2 hours. <i>*Subject to change – please check signage.</i>