

4th October 2018

Mr James Dann
Development Executive
Scentre Group

Via email to jdann@scentre group.com

Re: Carousel parking

Dear James,

I am writing to you on behalf of the SDA's members employed at your Carousel shopping centre. As you might have expected, the introduction of paid parking has proved universally unpopular and has given rise to a number of issues, some of which I suspect were unforeseen. Nevertheless, our members are the ones forced to deal with these issues and have continued to call upon the SDA to seek some form of resolution to them.

I visited the centre last week and undertook a number of conversations with SDA members and others, seeking their advice as to which issues were most pressing and also input regarding any other matters of concern. Needless to say, the complaints were plentiful.

As a consequence, I am seeking some guidance / advice from you as to Scentre Group's position on a number of items, which for clarity I have grouped into those requiring urgent attention and those whereby we seek your considered opinion.

Items requiring urgent attention

1. Staff who find the staff carpark full report they have been advised, including by Scentre management, to "find alternative arrangements". Can you advise what alternative arrangements exist for someone who arrives at the staff carpark and finds it full? This is particularly relevant in the case of employees such as a young lady to whom I spoke last week, who drives from Ellenbrook. Without seeking to pre-empt your response, this is a major practical issue requiring a practical solution. Under the terms of the General

Retail Industry Award, a full time shop assistant is entitled to a gross weekly payment of \$789.90 per week - \$679.90 after tax. A suggestion that they pay \$18 a day - \$90 a week or 13.2% of their net income – simply to attend work is not, I would respectfully submit, a particularly practical solution.

2. While I will refrain from repeating the precise language used, members report that there are some people of unpleasant demeanour who frequent the surrounds of the shopping centre at night. What is the position of Scentre Group regarding people moving their vehicles later in the day from the staff carpark to positions close to the shopping centre exits, so that they minimise their walking distance in the dark?
3. Following on from (2) above, does Scentre Group offer security escorts for employees who leave the shopping centre after closing time?
4. We are advised that some members have been incorrectly charged at the customer rate for parking in the staff carpark. Are you aware of this and, if so, are you able to confirm that the issue has been rectified?
5. As there seems to be some confusion, what is the complaints process for a staff member who feels they have been over-charged for parking?
6. Has Scentre Group issued infringement notices for people who park on the verges surrounding the shopping centre? If the answer is no:
 - a. Does Scentre Group have any plans to issue infringement notices?
 - b. Is Scentre Group aware of any other organisation that may seek to issue such notices?
7. Is it correct to say that a vehicle entering the customer carpark after 2.30pm would not be subject to any fees for parking?

Seeking a considered opinion

I am sure that you are aware of the sentiments expressed by the Premier, Mark McGowan, on the issue of paid parking – at least with respect to retail employees. As you are also most likely aware, the state government is in the process of re-issuing the Department of Transport policy document regarding PSMPs. That document will make it clear that the state government in no way requires shopping centres to implement paid parking for retail staff.

Of course the issue with Carousel is that, at the time you made your relevant application, it was essentially mandated that shopping centres should charge staff for parking, and your applications received approval on the basis of your (now implemented) plans. However, the advice I have received is that Scentre Group could in fact seek to have the terms of its development application, in particular the PSMP, reviewed with a view to removing the requirement to charge staff for parking. While I can not predict the outcome of such an action, I suspect given the Premier's position and the revised D.O.T. policy, such an application would find some favour.

My question to you then is essentially this: is Scentre Group prepared to make such an application, with a view to having the requirement to charge employees for parking

removed? Naturally, the expectation would be that, should such an application be made and granted, paid parking for employees at Carousel would then cease.

As a final observation, my visit to Carousel suggests to me that the issue with parking may take some time to settle. I visited the adjacent Bunnings store and was advised that they have now been forced to monitor their carpark to dissuade would-be Carousel shoppers from parking there. I am advised by any number of people that traffic flow around the site, particularly at the eastern roundabouts, has been severely impacted. No doubt there are also some interested parties, including the Canning Shire, who might closely examine the use of median strips and road verges as parking spots.

I raise this simply to make the point that the SDA is not on a crusade against charging for parking more broadly, and not pursuing anything other than the interests of our members. As such, if we are able to achieve some compromise, it might mean there is one less group with whom you have to deal.

In any case, I am hopeful that you will be able to give the urgent issues I have raised some consideration with a view to providing a response at your earliest convenience. If you would like to discuss any of these matters in more detail, please feel free to call me on 0407 088 296.

Regards

A handwritten signature in black ink, appearing to read 'Peter O'Keeffe', with a horizontal line extending to the right.

Peter O'Keeffe

WA BRANCH SECRETARY

SCENTRE GROUP

25 October 2018

Mr Peter O'Keeffe
SDA WA Branch
WA Branch Secretary
By email: Peter.O'Keeffe@sdawa.asn.au

Dear Mr O'Keeffe

WESTFIELD CAROUSEL PARKING

I refer to your letter dated 4 October 2018.

Thank you for taking time to write to us on behalf of your members. We have reviewed your letter and respectfully respond as follows.

Scentre Group has delivered on all statutory obligations placed on it by various levels and agencies of government for the redevelopment of Westfield Carousel. This includes various dynamic transport related issues, including the provision of parking spaces, alongside other areas involving capital investment and risk.

With regard to the safety issue you have raised, at Westfield Carousel, as with all our centres, we take safety and security of all users of our centres very seriously. We engage with WA Police when necessary. We have well established procedures to ensure that the staff of our retailers can request assistance from our centre management team.

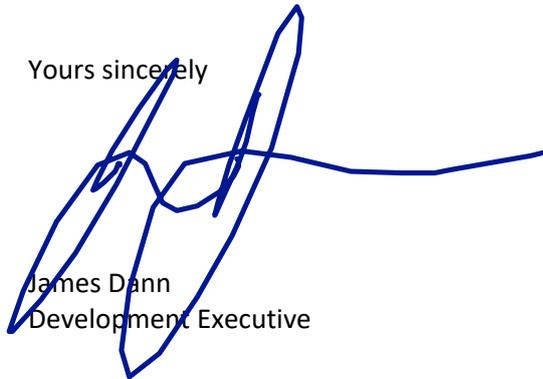
In relation to operational matters, our centre management team is working with retailers to ensure their staff are correctly registered to ensure they are charged the staff rate, if they correctly utilise the staff parking facility. Should any staff member of one of Carousel's retailers have any queries, they can contact the centre management team anytime during normal operating hours.

Some of the issues you have raised are outside Scentre Group's responsibility, including parking on public space. These queries should be directed to the relevant authority.

Finally, we hope that the SDA notes that Scentre Group has made a substantial investment into 'bricks and mortar' retail with the \$350 million redevelopment of Westfield Carousel.

This has come at a time when private new capital expenditure in WA has been in decline, along with a subdued retail environment and various structural challenges. This investment has facilitated a significant number of retail jobs within our retailers. We trust that our investment in 'bricks and mortar' retail, and the facilitation of jobs within our retailers, are beneficial overall to your members.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'James Dann', is written over the typed name and title. The signature is stylized and somewhat abstract, with a long horizontal stroke extending to the right.

James Dann
Development Executive

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