

LTS:DAT

IN THE NEW SOUTH WALES STATE CORONER'S COURT
STATE CORONER O'SULLIVAN

5 THURSDAY 8 MAY 2025

2024/00139002 - BONDI JUNCTION INQUEST

10 **NON-PUBLICATION ORDERS MADE**
PART HEARD

15 AUDIO VISUAL LINK COMMENCED AT 10.03AM

HER HONOUR: Good morning. Yes, Mr Murphy.

20 MURPHY: Your Honour, just two short administrative matters before Mr Helg is recalled. There's an additional tender of documents to be incorporated in exhibit 1, which is the brief of evidence, which I can hand up. There's also an accompanying non-disclosure order which relates to the CCTV footage of certain security guards which is exhibited to Mr Yates' statement.

25 HER HONOUR: Thank you. That's been circulated, I take it?

MURPHY: It has been circulated to the parties.

30 HER HONOUR: I'll make that order now. Thank you.

**EXHIBIT #1 SUPPLEMENTED BY THE ADDITION OF FURTHER
DOCUMENTS ADMITTED WITHOUT OBJECTION**

35 MURPHY: The second document that was handed up is the security response chronology that Dr Dwyer mentioned earlier in the week. If that can be marked MFI E, if my counting is correct?

MFI #E SECURITY RESPONSE CHRONOLOGY DOCUMENT

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<JERRY HELG, RESWORN(10.05AM)

<EXAMINATION BY MR MURPHY

5 Q. Mr Helg, before we finished yesterday afternoon you gave some evidence to the Court about that female control room operator?

A. Yes.

10 Q. Just to summarise the evidence that you gave yesterday, by around the end of March 2024 there were concerns, which are recorded in the weekly operational minutes, about the female operator's ability to perform the role of the control room operator, is that right?

A. Yes.

15 Q. In your words, "She was constantly asking people to repeat. Her communication sort of was a bit hard to understand sometimes, and she would have trouble understanding other people as well", is that right?

A. Yes.

20 Q. You gave evidence that, "The ability for a control room operator to be able to communicate clearly and understood what is being said to them is one of the most important parts of that role", is that right?

A. That's correct.

25 Q. Those issues were matters that were discussed at the weekly operational meetings that you attended from when you started in February 2024 onwards?

A. Yes.

30 Q. It was determined at those meetings that the female control room operator would receive further training from Lulu Fatima?

A. Yes.

Q. Did Andrew David - do you know Mr Andrew David?

A. Yes.

35

Q. Did he attend any of those weekly operational meetings?

A. Yes.

Q. Did he attend all of those meetings that you attended?

40

A. Yes.

Q. Following the retraining, that female control room operator was then to be reassessed by Mr Bradley Goldberg or Mr Rahim Zaidi?

A. Yes.

45

Q. Is that right?

A. That's correct.

50 Q. To the best of your knowledge, did the training by Lulu Fatima occur that was planned?

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A. Yes.

5 Q. Was that training - was it formal training or was it on the job training? You talked about yesterday Ms Fatima sitting with that female operator and helping her with a job, or was it something more, was it something different?

A. It was on the job training.

10 Q. That involved her sitting with that female control room operator during a shift and assisting her or testing her on matters?

A. Yes.

Q. Were there any particular matters to your knowledge that she was tested on?

15 A. Not to - not really. I think it was more just sort of helping her and assisting her manage different incidents, and just testing her knowledge on, on different policies. For example, missing person and how we will proceed finding a missing person.

20 Q. In terms of assisting that female control room operator manage a number of incidents, was that a particular issue that had arisen?

A. Sorry, which issue?

25 Q. In terms of saying that Ms Fatima was assisting the female control room operator manage multiple incidents, was that female control room's operator ability to manage multiple incidents occurring at one time a concern?

A. As a new controller gaining experience, it would definitely be a concern. Like one of the aspects that we need to try and teach her and - on how to manage different incidents, yes.

30 Q. So she had difficulty managing multiple incidents at the same time, is that right?

A. Yes.

35 Q. Do you know when approximately that further training with Ms Fatima occurred?

A. I'm not too sure, but I know it did happen on the job after the weekly minutes meeting. It did happen sometime after that.

40 Q. I won't take you again to those minutes, but you'll recall on the 27 March 2024 weekly operational minutes, there's a record that the female control room operator was to undergo a full control room training again?

A. Yes.

45 Q. It was sometime, to the best of your knowledge, after that in which that further training occurred?

A. Yes.

50 Q. Do you know if the reassessment by Mr Goldberg or Mr Zaidi occurred prior to the events of 13 April 2024?

A. No.

Q. Was that because the training was not complete?

A. Yes.

5 Q. Do you recall any other security guards raising concerns with you about the female control room operator?

A. There was a few concerns raised by the S2 that she wasn't really fast at sort of responding and, and giving information out. But that was sort of spoken between us and to give her more training.

10

Q. The S2 was Lulu Fatima?

A. Correct.

Q. What were the particular concerns that Ms Fatima raised?

15 A. It was more around her admin and managing different incidents.

Q. We spoke yesterday about the admin side of the job, that's preparing reports and dealing with emails and things like that?

A. Yes.

20

Q. And then the multiple incidents is dealing when events occur at Westfield Bondi Junction?

A. Yes.

25 Q. You've given evidence this morning that the female control operator had difficulties dealing with multiple events at the same time?

A. Yes.

Q. And she needed to improve on her ability to respond to such events?

30

A. Yes.

Q. Part of that from Ms Fatima's view was she needed to be faster at responding to those events?

A. That's correct.

35

Q. Do you know what was going to happen if following that further training the female control room operator was not assessed as being competent to work in the CCTV control room?

A. We would try to find a replacement if she wasn't able to pass that assessment. I already brought over another guard from Westfield Miranda that was going to assist me. He was coming over to assist me, you know, retraining the team, and he was willing to take on that control room operator role.

40

45 Q. What was his name?

A. Tretch Moses.

Q. Had he begun training to be a CCTV control room operator at around the end of March 2024?

50

A. No, we planned for him to learn the site first before we put him into the

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control room.

5 Q. Was the plan that he was going to be trained in the CCTV control room because there was a shortage of eligible or qualified control room operators at Westfield Bondi Junction?

A. That's correct.

10 Q. Did that make it difficult when rostering people on the control room, because there was such a small number of candidates?
A. Yes.

15 Q. Did you ever consider rostering two people in the control room at the same time when that female operator was working a shift?
A. She always had support, either myself or Lulu, in the control room, but not full-time support being there the whole time she was there. But she had the support of myself and Lulu, who was S2.

20 Q. Could you have rostered someone else onto the control room at the same time if your concerns continued?
A. That wouldn't be up to me to make that decision.

25 Q. Whose decision was that?
A. The RSM, Bradley Goldberg. Or they'll discuss with the account manager, Cameron Stuart.

30 Q. Did you ever have any discussion with Bradley Goldberg or Cameron Stuart about rostering a second person on the control room full-time when that female control room operator was on duty?
A. No.

35 Q. In your opinion, and while there was no policy in place for rostering two people in the control room at the same time, did you consider that that female control room operator should not have been left in the control room alone during a shift?
A. I don't think - no, because she, she's gone through a checklist and she's passed each checklist to become to the control room operator. So my understanding is that she's gone through this training, but it doesn't necessarily mean she's a gun at her role. So, my understanding, she's passed her checklist, she can be in the control room.

40 Q. Yes, I understand she's completed a checklist, but in circumstances where concerns had been raised in those weekly operational minutes and you have given evidence that there were difficulties with her role, including in relation to her communication and that the ability of a control room operator to
45 communicate is one of the most important aspects of that role, do you - and notwithstanding the policy and the fact that she was qualified - do you consider that it would have been sensible for there to be another person in the control room with her when she was working, given those concerns?
A. Yes.

50

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Q. I'm now going to go to the events of 13 April 2024. You were the security supervisor on 13 April. You've given that evidence, is that right?

A. That's correct.

5 Q. Whereabouts is that role based in Westfield Bondi Junction?

A. I'm based in P4 car park, not too far from the control room.

Q. So you're not in the CCTV control room, but you're located nearby?

A. Yes.

10

Q. Approximately how far is your - are you in an office?

A. Yes, I'm in an office.

Q. How far is that office from the control room?

15

A. Five metres.

Q. Would you regularly go into the control room during a shift?

A. Yes.

20 Q. You did so on 13 April 2024?

A. Yes.

Q. You're not based in the centre management office?

A. No.

25

Q. That centre management office is located on level 13?

A. That's correct.

Q. You're located on parking level 4?

30

A. Yes.

Q. Mr Gaerlan gave evidence yesterday. Did you hear some of that evidence?

A. Yes.

35

Q. Did you hear him speak about radios?

A. Yes.

Q. Did you have the same radio that he had that he described in his evidence?

40

A. Yes.

Q. An earpiece?

A. Yes.

45

Q. And then a radio on you?

A. Yep.

Q. You were on the general channel?

50

A. Yes.

EXHIBIT 4 SHOWN TO WITNESS

- 5 Q. Are you familiar with documents of this type?
A. Yes.
- Q. Just in short summary, what is this document?
A. It is our roles in case of an emergency.
- 10 Q. Do you recall seeing this document on 13 April 2024?
A. Yes.
- Q. That's this document?
A. Yes.
- 15 Q. In that document you're allocated as the secondary control operator. Is that right?
A. That's right.
- 20 Q. What does that mean?
A. That's my role, to assist the, the control room in managing the emergency.
- Q. Does that involve being in the control room when there's an emergency?
A. That's correct.
- 25 Q. We'll come to the events of the day. You ultimately didn't go to the control room after the emergency unfolded?
A. That's right.
- 30 Q. Did anyone else go in your place to the control room?
A. Yes. CR2.
- Q. That was the male security operator who was rostered on that day?
A. Yes.
- 35 Q. What was his role on 13 April 2024?
A. To assist the, the controller. As a secondary controller.
- Q. Was he rostered to the control room that day?
A. No.
- 40 Q. What was he rostered to?
A. He was rostered on the floor, but he was in the control room assisting and helping CR1.
- 45 Q. Was he there to fill in on breaks when they were required by that female control room operator?
A. That's correct.
- 50 Q. Did you at all have any discussion with that male control room operator

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about him taking on the role of the secondary control operator under the DCER?

A. No. It was more that he already knew that he would take on that role, but we never had a discussion on that day.

5

Q. What made you understand that he knew that?

A. Because he, he takes charge of the control room every time I come in and always tells me not to worry about the control room, he's taking care of it.

10

Q. That's because he's an experienced control room operator?

A. That's correct.

Q. In circumstances where he was in the control room, you thought that the control room would be adequately monitored?

15

A. Yes.

Q. What time did you start your shift on 13 April 2024?

A. 8am.

20

Q. Were you based in the P4 office for the whole day?

A. I was based in the control room for that day, just sitting behind CR1.

Q. Did you spend the entirety of your shift in the control room?

A. I don't remember.

25

Q. Did you do any training of guards during your shift in the morning?

A. I don't recall doing any training in the morning.

30

Q. When you were sitting in the control room in the morning, did that female control room operator ask you for any assistance at any time that you recall?

A. No.

MURPHY: Could we please bring up the video of the events on 13 April. There's no sensitive footage in this, but it does show the response to the incident and then it stops before proceeding to level 4.

35

VIDEO PLAYED TO COURT

MURPHY: If we could just pause it at the start of the video.

40

Q. Could you explain what's happening in this image?

A. Yes. So we have an induction that gets refreshed yearly. CR2, who was the secondary controller, was redoing his, his induction. So basically we go through a checklist making sure that he understands the policies, that he understands which..(not transcribable)..backup house areas, and pretty much making sure that he's passed to become a full-time core train(?) guard. And we are undertaking this training with Rahim to make sure he's being assessed - sorry, he's being assessed on his ability to respond to policies and procedures.

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Q. In this image, Rahim Zaidi is on the left in that group of people?

A. He's on the right in the white shirt.

5 Q. And CR2 is on the left--
A. Correct.

Q. --the male control room operator?
A. Yes.

10 Q. You're sitting at the point of that triangle?
A. Yes.

Q. Do you recall what time that training started approximately?
A. Around 3 o'clock - 3pm.

15 Q. Were you conducting the training?
A. No.

20 Q. Were you observing the training?
A. Yes.

Q. That was a refresher on that male control room operator's induction?
A. Yes.

25 Q. At the time that this training was underway, was there anyone else in the
CCTV control room?
A. Yes. CR1.

30 Q. Was there anyone else supervising that female control room operator at
that time?
A. No.

35 Q. Based on the CCTV footage, that training commenced at about 3 o'clock?
A. Yes. That's correct.

MURPHY: If we could just press play on that now.

VIDEO PLAYED TO COURT

40 MURPHY: If you could just pause it there.

45 Q. The timing on this image is wrong. This is around 3.33 and 33 seconds.
You put your hand to your ear. Why were you doing that?
A. I heard a lot of screaming on the radio. I heard one of the guards tell me
that - I heard a screaming while someone was screaming for help. Someone
was aground, someone was bleeding.

50 Q. Was the screaming from a security guard?
A. Yes.

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Q. Did you know at the time who that security guard was?

A. Yes.

Q. Who was that security guard?

5 A. Shazia.

Q. I'd just like to address what you heard when you were notified at that time. In your first statement in this matter, which you made on 13 April 2024, which you've given evidence was the evening of the incident, you say that you heard someone say, "code blue alpha"?

10

A. Yes.

Q. Is that correct?

A. I heard "code blue alpha"?

15

Q. Yes?

A. It may have been, but when I did - when I read my statement for the first time in February and I read that statement, I don't recall hearing that.

20 Q. That's been corrected subsequently in your second?

A. Correct.

Q. The best of your recollection, you didn't hear, "code blue alpha", at that time?

25

A. Yes.

Q. What does a code blue mean?

A. Medical incident.

30 Q. What does alpha mean?

A. It just pretty much means urgency, that we need everyone to respond to this incident.

Q. In your first statement that you made on the day, you also said that the radio called for attention at level 4 zone B?

35

A. Yes.

Q. In your second statement you say that you didn't hear that on the announcement. Is that right?

40

A. That's correct.

Q. In your second statement you explain why you think what you recorded in your first statement isn't correct. Can you just explain that to the Court?

A. I think it's - when I, when I went through my statement and I saw code blue alpha, the first thing that came to my mind was I, I do not recall hearing that. But, yeah, it was a lot. I reviewed my statement at a later date, so, yeah. I just don't recall hearing that.

45

Q. The statement you made on 13 April 2024, that was taken on the day?

50

A. Yes.

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Q. It was printed out?

A. Yes.

5 Q. And then you signed it?

A. Yes.

Q. Did you read it before you signed it?

10 A. I skimmed through it, but, yeah, I didn't - at the time it was a bit, bit of a blur.

Q. Then when it came time to make your second statement in February 2025 you reviewed your first statement?

15 A. Yes.

Q. You saw that there was a reference to code blue alpha?

A. Yes.

Q. And to attention being called for level 4 zone B?

20 A. Yes.

Q. That was not correct, to the best of your recollection?

A. That's correct.

25 Q. Do you know why you might've included code blue alpha in your first statement?

A. Maybe I did hear it, but I just don't recall when I reviewed the statement in February. But, yeah. I, I don't recall.

30 Q. What do you recall now about that first notification, what did you hear?

A. Well. I do hear a lot of screaming. I heard Shazia screaming for help, that there was someone on the ground, someone bleeding. My initial thought was someone either had a cardiac arrest and they've hit their head on the ground and maybe they're bleeding, but I couldn't be sure to what I was hearing.

35

Q. Do you recall there being any mention of a knife in that notification?

A. No.

Q. Or any sort of weapon?

40 A. No.

Q. Do you recall if the announcement, or the alert, mentioned an active armed offender?

45 A. Sorry? Sorry--

Q. In the alert from Shazia, do you recall her saying that there was an active armed offender?

A. No.

50 Q. Do you recall if any code was used - code blue or code red or code black?

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A. I don't recall.

Q. Upon receiving that notification and before standing up did you say anything to the male control room operator or Mr Zaidi?

5 A. So as soon as I heard the call we - yeah, we made our way towards the lifts and we told CR2 to head down to the control room to assist CR1, and Rahim asked me what happened and I told him, "I think it's a heart attack. I think someone's fallen over. Someone's bleeding. I'm not too sure."

10 Q. You said you directed that male control room operator to go to the control room?

A. Correct.

15 Q. Was that because you were concerned about the female control room operator being there on her own?

A. Yes.

Q. Did you understand that when the male control room operator arrived at the CCTV control room, that he would take over control?

20 A. Yes.

Q. Even though you didn't discuss it between yourselves, he would effectively be becoming the secondary control operator?

25 A. Yes.

Q. Did you consider going to the control room at all?

A. When I review the incident, upon reflection, yeah - sometimes - yeah - it's - I wish I did go to the control room. That's one of my strengths, so I now could have assisted, but then you just never know what could've happened.

30 Q. You had taken steps to send an experienced control room operator who you trusted to the control room. Is that right?

A. That's correct.

35 MURPHY: If we could just press play again on the footage.

VIDEO PLAYED TO COURT

Q. That's you at the front?

40 A. Yes.

VIDEO PLAYED TO COURT

MURPHY: If we could just pause there for a moment.

45 Q. That's Mr Gaerlan, the retail manager?

A. Yes.

Q. Did you understand that he was going to be the Chief Warden on the day--

50 A. Yes.

Q. --if an emergency arose?

A. That's correct.

5 Q. Do you recall what the conversation between Mr Zaidi, just before he enters the lift, and Mr Gaerlan was?

A. No. I didn't know he was there.

Q. When you're getting in the lift, where are you going?

10 A. I'm heading to Shazia's location.

Q. How did you know where Shazia was located?

A. Because I seen the run sheet that same morning and I knew where Shazia was located.

15

Q. Where was Shazia located?

A. Level 5 zone B.

Q. That was her permanent location?

20 A. That's correct.

Q. To the best of your memory, she didn't make any announcement about where she was located?

A. Yes.

25

Q. But you knew where she was located because you knew where she was rostered on for that day?

A. Yes.

30 Q. I'd just like to ask you a few hypotheticals, just to test your response to the situation. If you had heard that over the radio, that it was a code black, is that something you would've gone to investigate?

A. Yes.

35 Q. Why's that?

A. A code black could mean a variety of different incidents. It could be either there's a fight. There could be someone at the void area, then we got to do suicide intervention. It could mean a lot - number of different things. It could be personal threat. So the normal response will be to go there and assess, and if it's safe to do so, we would, we would manage the incident from there.

40

Q. If you had heard that there was a reference to someone having a knife and attacking people, would you have also gone to that incident?

A. No.

45

Q. What would you have done in that situation?

A. I'd have went to the control room.

50 Q. Likewise, if you'd heard a reference to that there was an active armed offender, would you have also gone towards the incident?

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A. Sorry can you repeat that question?

5 Q. If Shazia had alerted you to the fact that there was an active armed offender at that time of her announcement, or of her notification, would you have also gone towards the incident, or would you have likewise gone to the control room?

A. I think I would've gone to the control room.

10 MURPHY: If we could just press play again.

VIDEO PLAYED TO COURT

Q. So you're on level 6 here?

15 A. Yes.

Q. And you're heading down to level 5?

A. (No verbal reply)

20 VIDEO PLAYED TO COURT

MURPHY: If we could just pause it here for a moment.

Q. That's you running across the level 5 air bridge?

25 A. Yes.

Q. And that's at 3:35:01?

A. Yes.

30 Q. Had you received any radio calls at that time?

A. No.

Q. Did you speak to any of the civilian shoppers or the bystanders at that time?

35 A. No.

Q. Did they say anything to you?

A. No.

40 Q. At that stage, you didn't know what the nature of the emergency was?

A. No.

MURPHY: If we could just press play and move forward again.

45 VIDEO PLAYED TO COURT

MURPHY: If we just pause it there.

Q. We've seen in the footage, you're looking through the void down to level 4?

50 A. Yes.

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Q. And just in general terms and without any detail, what did you see?

A. I looked down through the void, and there was someone doing CPR, and he asked me to help him.

5 Q. So that person who was applying CPR asked for your help, called out to you in the floor above?

A. Yeah.

Q. Could you hear anything else at that time?

10 A. Not really, just screaming.

Q. Screaming did you say?

A. Yes.

15 Q. And that was from other shoppers?

A. Yeah.

Q. And did you - and I appreciate it was a very short interaction, but could you see if any of the shoppers below, were they responding to anything?

20 A. Yeah they were responding to people on the ground, and just trying to help them.

Q. Was anyone evacuating or trying to get out of the shopping centre that you saw?

25 A. No.

Q. Did you understand when you looked down through the void, did you have a better understanding of what was unfolding?

30 A. I wasn't 100% at that time, but when I saw people on the ground, I had a thought that - that was my first time where I thought someone has been attacked.

Q. So at that point when you look down through the void you think that someone might have been attacked?

35 A. Yes.

Q. And did you think that was someone - that was the person that Shazia had reported, or someone else?

40 A. I'm pretty sure that was the same person Shazia reported.

Q. So in response to that - and if we can continue pressing play - you run very fast along level 5?

A. (No verbal reply)

45 VIDEO PLAYED TO COURT

MURPHY: And we'll just pause it here again.

Q. Did you know that you could be heading towards danger at that time?

50 A. Yeah.

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Q. And that there may be someone on the level below that was attacking people?

A. Yes.

5

Q. And there weren't any alarms at that time?

A. No.

Q. And there was no public announcements?

10

A. No.

MURPHY: And just to orientate, and for the assistance of the Court, at the time that Mr Helg arrives at the top of the escalators on level 5, Inspector Scott has not yet arrived at Westfield Bondi Junction, and Mr Cauchi has attacked the final victim on level 3. If we could press play again just at the end of the video.

15

VIDEO PLAYED TO COURT

20 MURPHY: Yes that's enough.

Q. There's a number of, it looks like, retail assistants and bystanders outside Harvey Norman?

A. Yes.

25

Q. Did you speak to them?

A. They spoke to me. They told me to get down there, that I needed to help.

Q. Did they say anything about what the nature of the incident was?

30

A. No.

Q. Did you, at the time you arrived at that escalator, have any greater understanding of the incident?

A. No.

35

Q. But you realised it was a serious incident?

A. Yes.

Q. You then - and we won't show any more footage so that can come down - you then proceed down the escalator onto level 4, and to assist, you then see a number of other victims outside Cotton On, is that right?

40

A. That's correct.

Q. The CCTV footage demonstrates that you make a radio call when you arrive downstairs, do you recall that?

45

A. Yes.

Q. Do you recall what you said in that call?

A. I asked control how many people are, are running around, and where is he.

50

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Q. And when you say how many people are running around, that's asking about an attacker?

A. Yes.

5 Q. And you asked how many were there?

A. Yes.

Q. Did you receive a response to that radio call?

A. No.

10

Q. Were there difficulties communicating on the radio at that time?

A. Yeah.

Q. What were those difficulties?

15 A. There were just too many people talking at once, and couldn't get through.

Q. So the nature of the radios that are used by security guards, if one person's talking, no-one else can talk?

A. That's correct.

20

Q. So you were able to ask control if there were any other perpetrators?

A. That's right.

Q. And you just didn't receive a response to that?

25 A. That's right.

Q. You then, absent a response, continue down level 4, back the way you came along level 5 towards the Sourdough Café?

A. Yes.

30

Q. Were there still civilian bystanders around at that time?

A. Yes.

Q. And did they know at that time what was going on?

35 A. No.

Q. And they weren't evacuating?

A. No.

40 Q. After you reach the victims that are outside, that are nearby the Sourdough Bakery, you run back along the floor towards the lifts?

A. Yes.

Q. What are you doing there?

45 A. I'm getting privacy screens.

Q. What are privacy screens?

A. We shield the victim on the ground, so no-one's looking at them, or - so, just sort of privacy for that person while we, while we help them.

50

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Q. That was because there were bystanders watching?

A. Yes.

5 Q. Did you think of going and getting any first aid equipment that was available?

A. Not at the time.

Q. Were you told to get the privacy screens or what that an instinctive reaction?

10 A. I - in my statement, I, I thought I heard Qasim tell me to get the privacy screens, but when I reviewed my statement, I don't see him there. So I just don't know how he made that communication. It might have been over the radio, or might have yelled out to me, but yeah.

15 Q. Qasim is another security guard?

A. Yes.

Q. Do you recall at around the time you're going to get those privacy screens, any radio broadcasts?

20 A. No.

Q. I'm just going to - I understand your answer, I'm just going to ask you about two particular radio broadcasts. Do you recall a radio broadcast from Rahim Zaidi, which is, "Code black alpha. Someone is on the floor unconscious. Active armed offender. Contact blue lights, there are multiple victims"? Do you recall any radio communication like that?

25 A. I don't recall that.

Q. Do you recall a subsequent radio broadcast from the Chief Warden, Mr Gaerlan, "M2 to control. Activate CMO and confirm blue lights have been contacted. Make sure PA announcements are made"?

30 A. I don't recall that.

Q. You then return with the privacy screens to the victim outside the R. M. Williams store, is that right?

35 A. Correct.

Q. And you take off your jacket?

A. Yes.

40 Q. Why do you do that?

A. I took off my jacket to help with CPR.

Q. Do you have CPR training as a security guard?

45 A. Yes.

Q. Do you have first aid training?

A. Yes.

50 Q. It's around this time that you hear gunshots?

LTS:DAT

A. That's correct.

Q. Did you know where those gunshots were?

A. No.

5

Q. But they sounded nearby?

A. Yeah.

Q. Did you think they were being targeted at you or the others around you?

10 A. Yeah I thought I was being shot at.

Q. You thought you were being shot at?

A. Yeah.

15 Q. Then you head into a shop that's just quite close nearby to where you were?

A. That's right.

Q. What were you doing in that shop?

20 A. Well we went into - all of us sort of ran into when we, when we heard those gunshots. And we ran into the store. The retailer closed the door, and I asked him where's the fire stairs so they can get out of here. And he said there's no fire stairs. So, I thought I was - I thought the guy was going to come to the front door and start shooting at us, and I remember yelling and telling them I'm not going to die here. "If he comes to the door, we got to do something."

25

Q. Could you just repeat that last part about what you said?

A. I told them that I'm not going to die here, and I told them that if he comes to the door we have to do something.

30

Q. That is even though, in your training as a security guard, your role isn't to put yourself in danger?

A. Yeah.

35 Q. Did you see any police when you were inside that shop?

A. I don't recall.

Q. You then unlocked the doors to that shop, and come outside quite soon after the gunfire. Why do you do that?

40 A. I heard on the radio, Joseph said that the POI, the person of interest is down. And when I heard that, I felt like it was safe to come out and help, help those people with CPR.

Q. So you understood that the person who'd attacked these victims had been taken down?

45

A. Yes.

Q. And that the gunshots had done that?

A. Yes.

50

LTS:DAT

Q. And the gunshots were from police?

A. Yes.

5 Q. You then go back to assist with first aid, and you're asked to bring a defibrillator to the victim, is that right? Or a--

A. Yeah a first aid kit and AED yeah, defib.

Q. First aid kit and an AED?

10 A. Yeah, defib.

Q. Where was that located?

A. On level 3 at the concierge desk.

Q. Whereabouts is the concierge desk on level 3?

15 A. One level - it's on level 3's -so in B-side, below Harvey Norman, but on level 3.

Q. So that's near the void area on level 3?

20 A. That's correct.

Q. You then go downstairs to get that first aid and AED?

A. Yes.

Q. Do you ultimately go and get that equipment?

25 A. On my way there I see Mohammed Nurul, and I directed him to go and get the first aid kit and AED, and take it to the people upstairs. And then I went to Oxford Street to wait for paramedics. It's not in my statement, but the guy also told me to get the first aid kit, get the AED and get the paramedics. So those three tasks was on my mind at that time.

30

Q. So you had two tasks that you were given?

A. Yes.

Q. It was get the AED and first aid?

35 A. Yes.

Q. And flag down the paramedics and get them in as soon as possible?

A. That's right.

40 Q. And as you went downstairs you saw Mohammed?

A. Yes.

Q. He is another security guard?

45 A. Yes.

Q. And you decided that he should get the first aid and the AED?

A. Yes.

Q. And that you would try and contact paramedics or get their attention?

50 A. Or to wave them off the street to, to flag them in, and get them in, and also

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brief them as they arrive.

Q. Was Oxford Street a meeting place for ambulances in a particular incident?
Is that why you went there?

5 A. Yes.

Q. So you understood from your training that that's where
New South Wales Ambulance would attend upon an emergency?

10 A. Yes.

Q. In the CCTV footage you then go out to Oxford Street, as you said.
There's a number of people, civilian bystanders. Do you recall what they were
saying to you at the time?

15 A. They were just asking me what was going on, what was happening. And I
just told them they needed to move along, "I don't know what's going on,
you've got to keep going".

Q. So, they didn't know what was happening?

20 A. Yes.

Q. You communicated to them that you didn't know what was happening
either?

A. Yes.

25 Q. Did you tell them that the POI was down, or the attacker was down?

A. No.

Q. Were there still people trying to get into Westfield Bondi Junction at that
time?

30 A. Yes.

Q. Were those people who were milling around or trying to go in, were they
listening to you?

35 A. No.

Q. So, you were telling them that they needed to not enter, or leave and
evacuate?

A. Yes.

40 Q. And they ignored you?

A. Yeah, they just kept walking in.

Q. Were there any alarms at that time?

45 A. I don't recall.

Q. Was there any public announcement?

A. I don't recall.

50 Q. But if there had, if there was an alarm, it's unlikely that people would have
gone into Westfield Bondi Junction?

LTS:DAT

A. That's correct.

Q. Were you using your radio at that time?

A. Yes.

5

Q. Do you remember what was said over the radio or what you said?

A. I just remember telling them that I'm on Oxford Street and I'm waiting for paramedics.

10

Q. That was to control?

A. Yes.

Q. Or to the Chief Warden?

15

A. All my - I direct all our calls to the control room operator, yeah, so it was just the control room.

Q. You've mentioned earlier that there were difficulties with the radio communications. Did that continue when you were outside on Oxford Street?

20

A. No.

Q. Why was that?

A. I think once everyone heard the gunshots, everyone went silent on the radio. That's from what I can recall. It was easier to get over the radio.

25

Q. So, after the gunshots it was easier to use the radio?

A. Yes.

Q. You then at around - and I'll give you the times, and these are based on the CCTV footage - at around 3.43 paramedics arrive?

30

A. That's correct.

Q. Do you speak to them?

A. Yes.

35

Q. Do you recall saying anything to them?

A. Yeah, so when they arrive, I briefed them on what's happening. I've told them there's possibly three that are deceased upstairs, and just told them there's, there's a lot of blood, there's people on the ground and we need to get up there. Once I told him that, he went onto his radio. He contacted someone, and then he told me to wait down here and don't let any other paramedics up until he approves.

40

Q. Did you tell them that they needed to get in there quickly?

A. Yes.

45

Q. Do you understand that part of your training is providing information to emergency services?

A. Yes.

50

Q. That's an important part of your training?

LTS:DAT

A. Correct.

Q. Do you know what that paramedic said when he contacted someone over the radio, do you recall?

5 A. I don't recall.

Q. He said to you that you shouldn't let anyone else in until he told you?

A. Yes.

10 Q. And he then went inside?

A. Yes.

Q. How was he going to tell you to let any other paramedics in?

15 A. When we directed them to the lifts, we put in the lifts, I knew that Rahim was with that paramedic at the time. So, I waited on Oxford Street and Rahim waited as sort of the communicator to let me know if they needed to bring some more paramedics up.

Q. You understood Rahim was on level 4 at that time?

20 A. Correct.

Q. Did you receive any communications from Rahim to get more paramedics into the building?

25 A. No.

Q. But paramedics still went into the building, you didn't stop anyone?

A. No.

Q. Did you speak to any police when you were on Oxford Street?

30 A. There was numerous police officers that came through, and I just directed them up to level 4 and told them where it was.

Q. Did you tell them anything about the incident?

35 A. No.

Q. So you didn't give them any information that there was an attacker or people had been attacked?

A. No.

40 Q. It was just that there were victims and they needed help and where they were located?

A. Yeah, they were, they were running to me and just asking me where it is, and I just directed them up.

45 Q. Did any of them ask to go to the CCTV control room?

A. Not on Oxford Street.

Q. Were you later asked to direct a police officer to the CCTV control room?

50 A. Not me, no.

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Q. Do you know if anyone was asked?

A. I'm not too sure.

5 Q. The CCTV footage shows that you helped put up police tape while you were outside?

A. Yes.

Q. Why were you doing that?

10 A. Just to keep the customers away and stop people from walking in and walking around.

Q. So there were a lot of customers still congregating at that time?

A. Yes.

15 Q. There was still customers walking across the entrance way to Westfield Bondi Junction?

A. Yes.

Q. On Oxford Street?

20 A. Yes.

Q. Did you have any interactions, or did you speak to any of the customers?

25 A. I just told them to, to keep moving and just tried to put up an in and out perimeter, so with the tape, and just, just told them to move back.

Q. You're on Oxford Street until about 4 o'clock, approximately?

A. Yes.

Q. Do you recall where you went after that?

30 A. We went to the loading dock B, and that's where I met with, with Amy Scott.

35

Q. Who was in the loading dock? Was it police?

A. It was us and police, yeah.

40 Q. When you say "us", who in particular?

A. Me and Tretch Moses.

Q. Was there any other members of Scentre staff or Glad staff in the loading dock?

45 A. No.

Q. Did you have any discussion with New South Wales Police in that loading dock?

50 A. Yeah, she - they weren't sure if there was a second offender at that time, and they asked us to bring in all the security guards back to the loading dock to

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help assist sweep. So, then I went on the radio and tried to call back the guards, but no-one responded in that circumstance. Everyone evacuated and it wasn't safe for them to come back, so.

5 Q. In the loading dock, this is - what's the approximate time that this conversation's happening, to the best of your recollection?

A. I don't recall, yeah, but it was, it was definitely shortly after.

10 Q. So sometime after 4 o'clock when the CCTV shows that you left Oxford Street?

A. Yes.

15 Q. The discussions that you had with New South Wales Police related to whether there was a second offender?

A. Yes.

Q. Did you know if there was a second offender?

A. No.

20 Q. Did you tell New South Wales Police that you'd had a radio announcement that the POI is down?

A. No. I was speaking to Amy Scott at the time.

25 Q. What did you do after you were in the loading dock? Did you go anywhere else?

A. I remember I went back to the control room and we spoke with the Assure, the counselling team. [REDACTED]

30 Q. I'd just like to - a couple of specific paragraphs in your statement, your second statement. Paragraph 31 of your second statement, you say that your role was to obtain situational awareness of the emergency and ensure that the Chief Warden and other security officers was made aware of what was occurring?

35 A. Yes.

Q. That was what you understood your role to be?

A. Yes.

40 Q. And that's what you were trying to do on the day?

A. Yes.

Q. Your role was also to provide assistance to injured persons and to protect others where it was safe to do so?

45 A. Yes.

Q. That was what you were doing when you were on level 4?

A. Yes.

50 Q. Then at paragraph 32 you say that the actions of the perpetrator were

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incredibly fast and unpredictable, and that it was difficult initially to get clear information as to what was occurring?

A. Yes.

5 Q. Why was it difficult to get information as the incident was occurring?

A. We weren't really getting any response from control room what was happening, yeah, and location, and there was just so much chatter on the radio that, yeah, it was hard to get through.

10 Q. When you say it was difficult to get clear information as to what was occurring, is that something that the control room operator would provide to you?

A. That's correct.

15 Q. And that wasn't occurring on 13 April?

A. Yes, that's right.

20 Q. We've addressed briefly your conversations with New South Wales Police about a second offender. You didn't have any awareness yourself about there being a second offender?

A. No.

Q. Other than from those conversations with New South Wales Police?

A. Yes.

25 Q. Did you tell anyone else after that conversation with New South Wales Police that there were concerns about a second offender?

30 A. No, I remember calling, calling Brad, who answered the radio at the time, who was there at that time, and he came over to the loading dock and spoke with Amy Scott.

Q. Were you part of that conversation?

A. No.

35 Q. Did you hear, when you were on Oxford Street outside of Westfield Bondi Junction, did you hear any alarms?

A. No.

40 Q. Did you see that the - do you know what the CME0 is, the centre management emergency override?

A. Yes.

Q. That displays images on the display screens in Westfield Bondi Junction?

A. Yes.

45 Q. Did you see them be turned on during the events on 13 April 2024?

A. Yes.

Q. Do you recall approximately when that occurred?

50 A. I don't recall.

Q. Did you hear any PA announcements when you were on Oxford Street or otherwise?

5 A. I did hear PA announcements a bit later on from CR1 just asking people to evacuate.

Q. This was after you'd left Oxford Street or--

A. Yes.

10 Q. So a bit after, sometime after 4 o'clock?

A. Yes.

15 Q. Part of this inquest process is reflecting on the events of the day and what could have been done differently, in trying to understand what can be done next time so we can prevent lives from being lost. Reflecting on the events of that day, is there anything that you've learnt, or you think you could have done differently in responding to the events?

20 A. I think with the learning, I think it's just really important around the training, especially with the control room training and just identifying that it's, it's such a stressful role, and we need to put definitely more, more work into the training with control room. It's a different role and it's a different skill set to a security supervisor, so, yeah.

25 I think reflection, like, you know, I wish we were able to do more to help those people. I wish, you know, I was in, in the control room. But even saying that, no-one really knows how you're going to respond in, in the actual incident when it actually happens straight away. You know, we are trained for these, we go through training and it's good training, but it's - when the scenario actually happens, you're in a fight or flight mode, and it's just survival instincts, so. But, yeah, with reflection, I, I wish we did better. I wish we did different.

30

Q. When you say you wish you did better or different, what does that mean for you?

35 A. I just wish we were able to let the customers know straight away, activate the CME0 in a timely manner, yeah. There was obviously a lot of - I can't put it into words, but, yeah, I just, I wish we responded differently. I can't put it - like, it's easy to say now I wish we did better, but in the actual moment, it's different, so.

40 Q. As you've said in your evidence, while you wish maybe you went to the control room, you had sent an experienced control room operator to the control room at that time?

A. Yes.

45 Q. So you didn't feel you needed to go, because there was someone you trusted in that position?

A. Correct.

50 Q. After the events of 13 April and before you moved to your role at Westfield Miranda, are there any change to policies that you've observed at

Westfield Bondi Junction?

5 A. I can't really pinpoint what changes have been made, but I know the company's doing a great job, you know, putting in different training sessions, and we're doing these active armed offender trainings at midnight and running through scenarios. I know that Bondi now have an automated PA system that sort of you just press and it makes the announcement automatically. I know there's slow improvements into AI camera-ing. So, yeah, there's definitely been a lot of changes that the company's doing, and I think it's really good.

10 Q. Do you know about the AI, I appreciate you might not know what's involved in that - are you able to comment on what that is?

A. I think it's just more around just detecting movement and sudden movements in the centre, people running, someone falling over. So it's still in the process, but I'm not a hundred per cent across it.

15 Q. We can get that from other witnesses, thank you.
A. Yeah.

20 Q. Was there a midnight active armed offender scenario. Did I hear that right?
A. Correct.

Q. What did that involve?
A. That involved just going through the scenario, going through our Red Book procedures and, and having people play different, different roles and just seeing how we would respond.

25 Q. Was that difficult having gone through the events that you did on 13 April?
A. I didn't partake in this incident, so.

30 Q. You didn't partake?
A. Yeah.

Q. Did you speak to anyone who did partake in it?
A. Yes.

35 Q. Did they find it helpful?
A. Yes.

40 Q. Because they understood how they might respond when faced with a challenging situation?
A. That's right.

45 Q. Has there been any changes to security guards' uniforms after the event?
A. Yes. We, we have stab resistant vests now that, that was implemented after the incident.

Q. How do they make you feel? Has that changed how you feel?
A. It made me feel very safe. Like for me being one of the first responders on that day and having, you know, that piece of metal in front of your body, that, that made a big difference for me to go to work. Even though it was difficult.

50

I'll be walking through the mall and I'll hear little kids running behind me and it'll be scary. Like just sort of too early when I'm - no, it definitely makes a big difference.

5 Q. Do you think that's something that all security guards should wear - stab resistant vests?

A. Yes.

10 Q. During your time when you were at Westfield Bondi Junction were there any changes into how the control room was operated?

A. As in any changes to the operation of the control room?

Q. Yes. Was there any changes in policies or procedures in relation to the shifts in the control room?

15 A. There was changes more in regards to the training of just making sure that each controller knew certain topics, for - yeah. Just running through different scenarios. So the training for the control room checklist has definitely improved.

20 Q. Would you say it's new training, there's been additional topics, or is it just more comprehensive, or how would you describe it?

A. I think it's more, more comprehensive and - sorry, comprehensive and, and additional training as well.

25 Q. Has there been any changes to the use of radios and how they're used in an emergency after the events of 13 April that you recall?

A. Not that I recall. No.

30 Q. Is there anything else that you wanted to say to the Court before I finish up my questions today?

A. Yeah. I'd - I, I just want to acknowledge that I understand that this inquest is for us to understand and learnings and gain some valuable lessons from this, but I, I don't want to take that from anyone, but I just want to acknowledge my team.

35

MURPHY: Mr Helg has written something down that he'd like to read out, your Honour.

HER HONOUR: Yes. Certainly.

40

WITNESS: I've, I've seen, and just the way that my team has been - gone through and, and it's hard just to - I just can't put it into words, but I've - out of everyone on that day there's only two of us that are still working full-time, and I try to be there for the team and obviously they're gone through a lot and it's just - and it's hard, and that's been heavy on my mind. Just - and I understand I'm not trying to take anything from anyone, but I just want to take this moment to acknowledge - and what I've written down.

45

I just want to take a moment to acknowledge the security team who were with me on that day of the tragic stabbing. What we went through that day was

50

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truly traumatic and not everyone understands the fear and chaos that we faced. Many of you showed great courage performing CPR, helping others to safety as best as you could. I know that some of you are still carrying the weight of that day and life hasn't been the same since. I just want to say thank
5 you. I see your strength. I recognise your pain and I'm truly grateful to every single one of you. Thank you for being there for me.

HER HONOUR

10 Q. Thank you, Mr Helg. I'm sure that's going to help your colleagues a lot, that you've said that. And I think everyone would acknowledge what a terrible day it was for everyone, including you and your staff.

A. Thank you.

15 Q. So thank you for those words.

A. Thank you.

Q. There may be some other questions. Are you happy to just keep going for a bit?

20 A. Yeah.

<EXAMINATION BY MR FERNANDEZ

25 Q. Good morning, Mr Helg. My name is Lester Fernandez, and I act for the family of Faraz Tahir, who was the security guard who was killed back on that day. I just want to ask you questions about the female operator. You know who I'm talking about when I refer to the female operator?

A. Mm.

30 Q. I want to ask you about the meetings that you had with Bradley Goldberg and Andrew David. You were taken through the minutes yesterday. They were weekly meetings. Is that right?

A. That's correct.

35 Q. During those meetings there was talk about the female operator's work performance. Is that right?

A. That's right.

40 Q. Just thinking at about the period at say the end of March last year. Just about the end of March last year. Did you think that the female operator was competent enough to work in the CCTV control room?

A. Yes.

Q. Was that even though she'd had a lot of help with extra training?

45 A. Yes.

Q. You talked about what happens in an emergency situation if there's fight or flight?

A. Yes.

50

Q. Was there ever any talk during those weekly meetings about if there was an emergency whether the female operator would be able to perform what she needed to do? Was there ever any talk about that?

A. No.

5

Q. Did you say to Andrew David or Bradley Goldberg during these meetings that you were concerned about the amount of extra training that the female operator needed?

A. No.

10

Q. Did either Bradley Goldberg or Andrew David say anything about that, concern about the amount of extra training needed for the female operator?

A. I don't recall. No.

15

Q. I'm going to go to a separate topic now. This is about training which you were involved in. You gave training to other staff at Scentre. Is that right?

A. Yes.

20

Q. And you yourself would be given training to help you in your job. Is that correct?

A. Yes.

25

Q. What was the training that you were given in an emergency about whether the emergency channel on the staff radio should be used. Were you ever given any specific training about that?

A. No.

30

Q. Did you ever give any training to the security and other people you trained about when the emergency channel should be used or not?

A. No.

35

Q. There are a number of different codes that are used in the centre. They're in the Red Book. You know that. Is that right?

A. That's right.

Q. Were you ever given training about what sort of situations you used those codes in?

A. Yes.

40

Q. What was the training you were given?

A. Was talking through different colour codes and also going to the code 1, which is like direct threat, alpha, and - yeah - just running through different - different colour codes.

45

Q. That was the training that you gave to others as well. Is that correct?

A. That's correct.

Q. A code black, when that's given, that's a very serious thing. Is that right?

A. That's right.

50

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Q. Was that your understanding and what you trained others in, that a code black is given in an out of the ordinary situation?

A. Yes.

5 Q. Basically, was it given in an emergency situation, a code black?

A. Not all the time. Yeah.

Q. But a situation that required an immediate response--

A. Yes.

10

Q. --is that when a code black would be given?

A. Yes.

15

Q. I'm going to read out a message to you now. I'm going to ask you to assume this message was given. I'm just going to ask you what information this messages gives to you. Okay?

A. Yeah.

20

Q. This is the message:

"Code black. Code black alpha. Code black alpha. Code black alpha. There's someone running through the centre. Looks someone's been injured. There's a lot of blood. You need to hurry."

25

What information does that give you, that message?

A. That there's either been - someone's been attacked. It could be between - it's a brawl between two different groups. It could be a customer attendance within a retailer. Yeah. It could mean many different things, but, yeah. It definitely means someone's been attacked.

30

Q. By virtue of "it definitely meaning someone's been attacked"--

A. It was--

35

Q. --is that an indication that an emergency response needs to begin?

A. It depends on the situation. It could be a fight that's, and an events - fights that happen and, and the parties separated, or they could still be there sort of with other people, so.

40

Q. You can only find out the situation later on, but just using the message that's relayed over the radio, does that message that I just read to you, would that indicate to you that an emergency response has to happen?

A. Yes.

45

Q. I want to take you lastly to the importance of the role of the control room operator and all of the tasks that the control room operator needs to go through. Whenever a control room operator is on duty in the room, in order to leave the room it was understood that they would need to get somebody else to come up and relieve them. Is that correct?

A. That's correct.

50

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Q. There are breaks when you stretch your legs for five minutes. That's one type of break?

A. Yes.

5 Q. Then there's also the half hour breaks that happen during the course of a shift. Is that right?

A. That's right.

10 Q. What about if a person just needed to go to the bathroom for 90 seconds, let's say. Was the understanding that you'd still have to get someone else to come in and be in the control room while you went to the bathroom for 90 seconds?

A. Absolutely.

15 Q. What if you needed to go out of the control room for something unexpected - things come up all the time. Would it still be necessary to call for someone else to come into the control room?

A. Yes.

20 Q. You've given evidence about the control room being one of the most stressful roles at Westfield. Do you recall that?

A. Yes.

25 Q. You described yesterday that as a CCTV operator you're managing many things. Is that correct?

A. That's correct.

30 Q. Given the importance of the CCTV control operator, and the fact that at Westfields, for example, they're looking at 700 cameras with 954 different views, do you think it would be a good idea that at Westfields at Bondi, that there should be at least two people in the CCTV control room all the time?

A. Yeah. I think that would be a good - good idea.

Q. Why would that be a good idea?

35 A. Just in case of an - of an emergency and - and how to respond, because in this instance in the case of an active armed offender, there was someone working on the CCTV and that second person can be making the PA announcement, so.

40 <EXAMINATION BY MS CHRYSANTHOU

45 Q. My name is Chrysanthou. I act for some of the families. I just wanted to ask you about the privacy screens that you put up on the day. Is it the case that one of the reasons, just reflecting back, you put up those screens is because you saw people filming the victims using their phones?

A. I saw kids around and that was mainly my concern was the - I'm a father, so when I saw those kids I, I knew that just a glimpse would traumatise them.

50 Q. In your interactions that day, do you recall seeing people using their phones to film what was going on?

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A. No.

Q. Have you since seen footage taken from people who were watching that day of victims that had been filmed?

5 A. Yes.

Q. You've seen that in the media?

A. Yes.

10 CHRYSANTHOU: No further questions. Thank you.

HER HONOUR: Thank you.

ROFF: No questions.

15

CHIU: No questions.

CALLAN: No questions, thank you.

20 CLARKE: No questions.

CASSELDEN: No questions.

HER HONOUR: Court 2, any questions? No questions?

25

FRECKELTON: No, your Honour.

SPEAKER: No questions, your Honour.

30 SPEAKER: No, your Honour.

SPEAKER: No questions. Thank you, your Honour.

SPEAKER: No questions, your Honour.

35

HER HONOUR: Mr Jordan?

JORDAN: Your Honour, I'm happy to say that we have no questions either for Mr Helg, but just to thank you for your patience.

40

HER HONOUR

Q. And thanks again, Mr Helg, for your assistance during this inquest. I know it can't be easy to relive that terrible day. I wish you all the best.

45 A. Thank you.

NO EXAMINATION BY MR ROFF, DR FRECKELTON, MR CHIU,
MS CALLAN, MR JORDAN, MR CASSELDEN, MS CLARKE, MR GNECH,
MS MATHUR, MR PEN, MS ROBB, MR WILSON AND MR LYNCH

50

LTS:DAT

<THE WITNESS WITHDREW

MURPHY: Your Honour, if it's convenient, we might take an early morning tea break?

5

HER HONOUR: Yes. We'll resume at 11.45.

SHORT ADJOURNMENT

10 SULLIVAN: Thank you, your Honour. The next witness is Mr Andrew David.
I call Mr David.

LTS:DAT

<ANDREW DAVID, SWORN(11.48AM)

<EXAMINATION BY MS SULLIVAN

5 Q. Could you please state your full name for the record?

A. Andrew David.

Q. Your current occupation?

10 A. Currently employed by Securitas in data centre security.

Q. You've prepared a statement dated 1 May 2025 for these proceedings?

A. Yes.

Q. Any corrections you wish to make?

15 A. No.

Q. You've requested that I read a condolence message contained in your statement to the family?

20 A. Yes. Please.

Q. You say at paragraph 31 the following:

25 "I would like to extend my sincere condolence to the families and loved ones who lost their lives as a result of this tragic incident. I also express my deepest sympathies for those who were injured and affected. This has been an immensely difficult time for all of those involved and my thoughts remain with all who are suffering as a result of these events."

30 A. Thank you.

HER HONOUR

Q. Thank you, Mr David.

35

SULLIVAN

40 Q. I just want to start with some of your background in security. We understand that you first commenced in the security space at Westfield Liverpool in the capacity of night manager in 2013. Is that right?

A. Correct.

Q. You commenced working for Glad Group in July 2017?

45 A. Correct.

Q. In 2017 you were in fact promoted to perform the duties of assistant site security manager at Westfield Liverpool?

A. Correct.

50 Q. You were then promoted to site security manager in an S1 role in that

LTS:DAT

space. Is that right?

A. In 2019. Correct.

Q. What's the S1 role?

5 A. Site manager is responsible for everything managing the site. So I was based at Westfield Liverpool. So it involves training of the security staff; it involves rostering; reviewing and signing off reports; communication with the client, mainly the Risk and Security Manager and centre management in general; any major incidents, you're expected to sort of respond to. Yeah.

10 Q. Did you come to undertake duties in the CCTV control room at Westfield Liverpool?

A. Yes. So Westfield Liverpool is a smaller centre, so it doesn't have a designated control room operator. So--

15 Q. It does not have?

A. It does not have. So it's a part of the site manager's duties - in an emergency, when needed, he'll attend the control room and act as the control room operator.

20 Q. Was that your role periodically?

A. Yes.

Q. Over what period did you perform that role?

25 A. So I was site manager for Westfield Liverpool from 2019 until, I believe it was, the end of 2023.

Q. How many cameras approximately are in that Liverpool Westfield?

30 A. Yeah. Westfield Liverpool, approximately 350.

Q. Is it manned 24 hours?

A. The control room?

Q. Yes?

35 A. The control room isn't. There's not a designated control room operator at Westfield Liverpool. But the, the centre security is 24 hours. Yes.

Q. Let's move to your role, in October 2023 to March 2024, is the project and training manager with Glad. That's right?

40 A. Yep.

Q. How did you come into that position?

45 A. So, as it was explained to me, my company Glad had successfully landed the security contract for Westfield Bondi. It was explained to me that the, the majority of the security team was, was brand new to the Westfield portfolio. The prior contractor had - a lot of the guards had remained with them, so left Westfield Bondi. So my company asked if I can assist in training the, the new site manager, who was also new to the Westfield portfolio.

50 Q. Is that a Mr Khan?

A. It was Mr Khan. Yes. Help train him, mentor him, and train him in the training of security guards, and, while he gets his feet underneath him, to assist him in the, the training of the guards also.

5 Q. You were undertaking training of guards during that six month period?
A. Yes.

Q. Were you undertaking training for security control room operators as well?
10 A. I don't recall training control room operators other than the particular person we'll reference later. But - yes.

Q. That's the female controller whose name is CR1. As we know, that that is subject to a non-publication order. It can be referred to in court, so if you slip up, don't worry. You'd agree with this proposition in general terms: that the
15 CCTV control room is a critical one in terms of delivering situational awareness if there's an emergency. Agree?
A. Yes.

Q. To undertake that role a security officer needs to be proficient in Westfield's systems, processes and communication protocols. Agreed?
20 A. Yes.

Q. It's a really specialised role, isn't it?
A. Yes. Correct.

25 Q. Did you hear Mr Helg give evidence yesterday that it's also one of the most stressful roles in his experience?
A. I believe - I wasn't here during that, but I would agree with him.

30 Q. Communication is a critical part of that role. Do you agree?
A. Correct.

Q. Just in terms of your training position during that six month period from October 2023 to March 2024, who were you reporting to?
35 A. Reporting to - so the, the client was Mr Bradley Goldberg, and from my company the client service manager, Shaun Luxford, and later on so - I believe after like the December period, Cameron Stuart also assisted in the contract.

Q. Do you agree with this proposition: that an important aspect of training staff is not only identifying the relevant training needs, but also documentation of that training?
40 A. Correct.

Q. You had left Bondi Junction by the time of the tragic events of 13 April. That's right?
45 A. Correct.

Q. You left Glad on good terms, no doubt?
A. Correct. Yep.

50

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Q. The events that occurred on that terrible day involved the security staff that you had trained. That's right?

A. I'm not sure who was on, on that day, so I can't answer that.

5 Q. Did you train Muhammad Taha?

A. I don't recall.

Q. Did you reach out to any of your colleagues from Westfield Bondi Junction in the aftermath of the event?

10 A. Afterwards I did do a welfare check, checked up on, on Jerry.

Q. Did you come to understand who was in the control room that day when you checked up on Jerry?

A. I don't believe so. No.

15

Q. When did you first come to understand who was in the control room that day?

A. I believe just this week a news article came out and that's when I found out.

20 Q. What was it about the news article that indicated that to you?

A. There was a video saying that the control room operator had stepped out, and I believe also the questions that were being asked to me to prepare for this, I sort of just put two and two together.

25 Q. What do you mean by putting "two and two together"?

A. So a lot of the questions being asked to me were referencing that person, so I assumed it was them.

Q. That was the first time you came to understand, you're sure - the first time?

30 A. Correct.

Q. Let's go to your training in relation to the female controller, CR1. What recollection, just generally, do you have of training her?

35 A. I don't have any specific recollection in, in training. Generally, I don't recall any major red flags or issues that stood out while training her, other than she was new to the role.

Q. You're talking about the CCTV control room role?

A. Correct.

40

Q. Let's talk about when she first starts at Westfield. Do you remember an induction process with that security guard?

A. Not her particular, but I do know the induction process you're referencing.

45 Q. That's quite an involved induction process. Do you agree?

A. Correct.

Q. There's some documentation that sets out what the process entails, and that has to be signed off?

50 A. Correct.

Q. How long does the induction process generally take?

5 A. So it's a four week induction process. It's split up into sections where intermittently the contractor, so that's us, will hand it over to the client, the Risk and Security Manager for approval, so the guard can continue in the training process.

Q. There's a sign off process by Scentre. Is that right?

10 A. Both parties, but yes it involves Scentre.

Q. Is a security guard able to be rostered on before Scentre have signed off?

A. If - I don't recall the exact rules, in terms of can they continue to work while in training.

15 Q. We'll just go to a document please. Tab 1538 at volume 40. I'm putting this up on the screen. If you can't see that--

A. That's fine.

20 Q. I beg your pardon. I'll actually take you to a separate document, 1543 at volume 40 please. This is the "Security Officer Induction Checklist"?

A. Yes.

Q. Do you see that?

25 A. Correct. Yep.

Q. Are you familiar with this document?

A. Yes.

Q. This is a Scentre document. Is that right?

30 A. Correct.

Q. We'll just move through this document pretty quickly. We see on the first page that this is the pre-induction meeting. That's happened on 1 October 2023 with Bradley Goldberg, he's the Risk Security Manager?

35 A. I, I don't recall him signing it off, but that's what the date says. Yes.

Q. That's what it says?

A. Yep.

40 Q. Then you see part B, "Primary Induction Assessment". Someone has signed there, but that's on the same day. That's 1 November?

A. Yep.

45 Q. Then we go to page 5. There's reference at the top of that document to "Site Specific Procedures, Locations, Emergency Procedures". That's signed off on that same day, 11 November 2023. Do you see that?

A. Yes.

Q. By Mr Naeem - 1 November - do you know that gentleman?

50 A. So he, he was on site briefly when I arrived at Bondi. I believe we had a

month overlapping before he was moved to another contract.

5 Q. Do you see part C, "Training - security officer has undertaken Scentre Group approved training within 30 days of commencement"? That's signed off by you?

A. Correct.

10 Q. And that's on 10 January 2024, and you've written in brackets, "Refresher"?
A. Correct.

15 Q. You see that? And those two training topics were "terrorism awareness training" and "armed robbery and cash in transit training". Do you have any recollection as to why you wrote "refresher"?
A. I don't recall.

20 Q. When would you usually do that? Was that if someone was struggling with the training or in what circumstance--
A. I, I don't remember. That's, that's not a, a regular comment. So I, I don't remember.

Q. Is that a red flag?
A. I mean, I don't remember why I wrote it, so.

25 Q. Let's come to part D please of that form, page 7. This is the secondary induction assessment. You'll see up the top it says:

30 "To be completed after the secondary induction period of up to and no more than four weeks from the commencement on site. It's a mandatory requirement that each security officer must possess an adequate knowledge of the criteria below to ensure the security officer can work in a Scentre Group centre."

35 And you see under policies and requirements, there's reference to advanced use of the fire panel?
A. Yes.

40 Q. And those boxes are blank?
A. Yes.

Q. What does that suggest to you?
A. I can't, I can't remember why as to they were left blank.

45 Q. Then we see part E. There's some site specific induction requirements that have been addressed. If we go to part F on page 9, do you see fire panel training on 1 November? That's the first day of the induction?
A. Correct.

50 Q. Yes, and then we go to page 11, part G. There's a risk management overview. Do you see that's signed by you on 20 December 2023?

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A. Yep, correct.

Q. And that includes a number of items, the second of which is, "Incident investigation, incidents including CCTV, photos, witness(as said)"?

5 A. Correct.

Q. That's something you would've taken this officer CR1 through?

A. I've, I've signed off on it, so - and that's not unusual for me to complete that training, so yes.

10

Q. Do you remember doing that?

A. No.

Q. Do you see below part H? "Risk and Security Manager's final approval interview"?

15

A. Yes.

Q. You see under that heading, "No new contract staff are to be rostered on for a core hour a shift until the Risk and Security Manager or a representative has approved them to start core hours"?

20

A. Yes.

Q. And that's blank?

A. Yes.

25

Q. What does that suggest to you?

A. It suggests that this hasn't been, hasn't been completed.

Q. But that was an essential component of the induction process to your knowledge?

30

A. It, it - it's a part of the process that this section will be completed by the Risk and Security Manager, yes.

Q. All right, if we go to part H, do you see that's on page 13, "The Risk and Security Manager's final approval interview"? Do you see there's a number of items there, certain of which are not ticked under policy and procedure?

35

A. Yes.

Q. And there's also an operations section with two areas that are again not ticked either yes or no?

40

A. Yes.

Q. Do you see the comment from the Risk and Security Manager, on 2 February 2024, "requires further training in the above"?

45

A. Yes.

Q. Do you know who would've written that comment?

A. No.

Q. Would that have been Mr Rahim Zaidi?

50

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A. I can't tell you.

Q. Was Mr Zaidi the Risk and Security Supervisor during the period you were at Westfield Bondi Junction?

5 A. Correct, yes.

Q. It says, "Risk and Security Manager notes", so it was likely the manager, or it was the Risk and Security Supervisor, do you agree?

10 A. That's fair.

Q. Then can we go please to page 15, to see part I, "Training required within a month". Do you see there's reference to, "Completion of..(not transcribable).. conflict training" at Bondi on 24 March 2024, and the instructor is Mr Goldberg?

15 A. Correct.

Q. And there's also reference to AED training on 3 November?

A. Yes.

20 Q. And then there's a section underneath which is to be completed upon full induction completion?

A. Yes.

Q. Can you see that's entirely blank?

25 A. Yes.

Q. What does that suggest to you?

A. That the final sign-off has not been completed, which is, is - normally involves the, the client, so the Risk and Security Manager.

30 Q. So that's Mr Goldberg?
A. Yes.

35 Q. All right, and just to be clear, was a security guard who hasn't been signed off according to this documentation, able to undertake shifts unsupervised?

A. I can't tell you yes or no. I, I don't recall what the exact process was for guards in lieu of their final sign-off.

40 Q. Really?
A. Yes.

Q. You can't remember or it's unclear in your mind?

45 A. I, I don't recall the exact process of whether a guard could commence core shifts in lieu of the final sign-off.

HER HONOUR

Q. Do you know whose decision that would be usually?

50 A. I mean Scentre Group could - would give the, the okay whether someone is allowed to be rostered on or not, so.

Q. So it's not something that you would normally have a say in?

A. Generally no. I mean if, if the, if the client doesn't want someone to work, then they won't be rostered on, so.

5

SULLIVAN

Q. So just in terms of this security guard's role, we know that she came to be trained for the control room controller role. Mr Goldberg has provided a number of statements, and one of them at tab 1600A, volume 44 at paragraph 121 I'm just going to read you what he says, or the effect of it, which is that to be considered for training as a control room operator, a security officer must hold the qualifications and have undergone the security officer induction program - must have done that. Was that your understanding?

15

A. Sorry what's the question?

Q. The question is, Mr Goldberg has indicated his understanding was that to be selected to work as a control room operator, it was necessary for a security officer to hold the qualifications and have undergone the security officer induction program. That was his understanding. I'm asking was that also your understanding?

20

A. Yes so there, there was a checklist provided specific to us for Bondi, that it was expected that the control room operator would complete that checklist.

Q. We're at crossed purposes. I'm asking you about whether it was your understanding that a security officer needed to have completed their induction in order to be considered to work in the control room?

25

A. Completed their induction? Yes.

Q. So in practice did that mean that you needed to see a copy of this induction document before you considered training someone in the control room? How did you otherwise know they'd completed their induction?

30

A. I don't, I don't remember the exact process in terms of verifying the checklist, and then moving onto the control room checklist.

35

Q. Well let me ask you this question. How was someone who was going to work or be trained to work in the control room operation selected?

A. So from, from, from memory, it would, it would be, it would be an agreement with the leadership team, so definitely the client, so he would obviously have a say, Bradley Goldberg and Rahim, and also our leadership team, so you know, site manager, myself, the project training manager, client service manager would come to an agreement about who was a, a good candidate to, to run through the, the control room training.

40

Q. So Mr Goldberg says, this is at paragraph 122 of the statement at 1600A, volume 44, what he says is that, "potential control room operators are generally proposed by Glad Group from the pool of security officers employed by them." That was his understanding. Do you agree?

45

A. I would say that there, there would definitely be an agreement with, with Westfields as to who is appropriate to go through the training. Absolutely I

50

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would, I would agree that Glad would dig through their pool of, of, of strong candidates, and then bring them in for like an interview, which would involve the client.

5 Q. Dig through the pool of strong candidates for the role?

A. Yes.

Q. And then conduct an interview with the person about CCTV control room potential?

10 A. Yeah if they're new to the site, I mean if they're not already at the location, so they will definitely come for an interview.

Q. So do you recall digging through the pool of candidates to identify CR1 as a potential CCTV control room operator?

15 A. No that, that wasn't something that I was involved in at all.

Q. Who would've been involved in that aspect?

20 A. That would be the, the client service manager, so that's you know, Shaun and, and, and Cameron at that time. The, the site manager would be involved as well, but it would mainly be the client service managers that would bring the candidates to meet with the client.

Q. And there would be an interview process then?

25 A. Yes.

Q. In relation to a CCTV controller role?

A. Yes.

Q. Because of the specialisation of that role?

30 A. No that's generally the process for any role being filled on the site, so even a security officer would go through the same process.

Q. So there's not a separate interview that's required for a CCTV control room operator, is that what you're saying--

35 A. Not that I remember no.

40 Q. So just to be very clear about your evidence, I'm sorry if I've misunderstood it, but is there this process that you're saying that Cameron and Shaun Luxford were involved - Cameron Stuart and Shaun Luxford were involved in, is that in relation to security guards generally, or is that in relation to CCTV controllers?

45 A. So the induction process is, is for, for all, all officers that are coming to the site. Again, in my recollection, for a control room position, it would be an agreement between the client and, and you know senior management of Glad again, that's, you know, Shaun and, and Cameron and, and the client coming to an agreement about, "Yep this person is a strong candidate, let's put them through the training to see if they successfully complete it".

Q. So they make that decision separate to anything that you do. You just get involved in the training side, is that what you're saying?

50 A. Correct.

Q. My Goldberg states this at paragraph 123 of that same statement:

5 "That in practice(as said) for any security officer who is proposed to be considered for training as a control room operator, they're first required to become familiar with the centre, usually as a rover for around three months."

Was that your understanding?

10 A. I do, I do remember that being a strong recommendation, yes.

Q. And that's so that they have a strong understanding of the layout of the centre, the location of the key infrastructure, and the equipment that would be relevant to an emergency response in effect, do you agree--

15 A. Correct, yes.

Q. Was that discussed with you, that requirement?

A. I, I do remember it being a, a, a standard expected by the client, yes.

20 Q. And then Mr Goldberg goes on to state that a security officer in the control room then has to undertake one-on-one training with another experienced control room operator. Do you remember that requirement?

A. Yes.

25 Q. And then, "Glad used a checklist we understand to assess the competency of a potential control room operator to undertake that role unsupervised." Is that right?

A. Yes.

30 Q. And then was the process that the Risk Security Manager or the Risk Security Supervisor would then assess the candidate for final sign-off? Was that how it worked?

A. Yes.

35 Q. To your knowledge during that six-month period that you were at Westfield Bondi Junction, was there any requirement in relation to that training for the control room operator to read any manuals regarding each of the topic that we'll come to in that checklist?

40 A. Every security officer goes through a, a, a wealth of training focusing on the emergency Red Book.

Q. Yes?

45 A. I'm just thinking is there any extra provided by the - for the control room officer? I, I can't recall. I know the checklist may have - again asking to reiterate training in certain areas, so I, I guess that's fair to say, yes.

Q. Was there a requirement for a control room operator to undertake a certain number of hours in the control room before they were signed off, to your knowledge?

50 A. Sorry I don't recall.

Q. Was there any particular assessment task that they had to complete to be signed off, to your knowledge?

5 A. Again there was the, the checklist. In terms of exactly what sort of tests are completed to, to, to sign off, I, I, I can't recall.

10 Q. We'll come to that. We know that as at April 2024, the month of the incident, there were five individuals who were approved to be rostered on in the control room at Westfield Bondi Junction. That is a gentleman, CR2, who you know?

A. CR2?

Q. CR2?

15 A. CR2, yes, yes.

Q. And there's a non-publication order over his name. And there's Lulu Fatima?

A. Yes.

20 Q. There was Masud Al-Rashid, do you know him?

A. I don't believe so, no.

Q. There was Ahzar ud Din, do you recall him?

25 A. No, I don't believe so, no.

Q. Then there was CR1. So, there's only the five. I can tell you that of those five, CR2 and Masud pre-dated your arrival at Westfield Bondi Junction, that is, they had been trained already. Do you accept that?

30 A. Yes.

Q. Mr Odin had progressed to become a control room operator in about September 2023?

A. I don't recall.

35 Q. You don't remember. And Lulu Fatima in fact commenced in around September 2023 at Westfield Bondi Junction. Does that accord with your recollection, broadly?

40 A. She was - I arrived I believe late September, early October, and she was already very well-seasoned on the site, so September sounds fair.

45 Q. At paragraph 128 of Mr Goldberg's statement, the one I've just referred to at tab 1600, he refers to ongoing discussions between himself and people from Glad about increasing the pool of available control room operators at Scentre since September 2023. That's his recollection. Do you recall discussions with Mr Goldberg about that?

A. I do remember that staffing was an issue. It was difficult to get people over to that part of the city, so recruitment was always an issue in all parts of the, the team.

50 Q. When you say it was difficult to get people to that part of the city, what do

you mean?

A. So, the feedback given to me from, you know, the people in charge of rostering and staffing is it's difficult to get people to work in the city and, and over in east Sydney, because a lot of the security pool lives out west.

5

Q. But was there a discussion in relation to issues about control room operators specifically?

A. If there was, I don't remember.

10

Q. There may have been?

A. There may have been.

Q. You attended weekly operational meetings between Glad and Scentre, that's right?

15

A. I did, not all of them, but I did attend some.

Q. It's fair to say that during that period you mostly attended, that is, the six-month period, except for example when you were on leave?

20

A. No. There was times where I didn't attend just because of training and operational needs. So I wasn't mandated to attend every meeting, it was more if I was requested or if I was available.

Q. Were the minutes routinely sent to you?

A. I don't remember.

25

Q. They may have been?

A. They may have been, yes.

30

Q. We have some minutes that record - this is at tab 1231, page 2 - on 11 November 2023 under the heading, there's headings within those minutes, I'll take you to them in a moment, but under the heading "controller", "need to work on communication and identify potential new staff". Do you remember discussions in November around that issue of identifying new control controllers?

35

A. I don't remember.

Q. We know from those minutes that by 27 December 2023 there's this reference, "CR1 is being trained in control". So that's the point in time where she's shifted from being a security guard rover - is that the right term?

40

A. Yep.

Q. On the floor, to being a control room operator. Do you recall that she had been selected at that time to be trained in control?

A. Sorry, can you repeat the date?

45

Q. 27 December 2023.

A. I don't remember the exact date that she began training, but it sounds like that's a fair, a fair date, yes.

50

Q. Can you remember conducting any training with her in December or

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January?

5 A. The particular training with, with CR1 I don't recall exactly how it was completed. I do remember, though, leaning heavily on Lulu's experience in the control room, and, and having her complete a lot of the control room training and me giving the final sort of audit to sign off.

Q. When you say "leaning heavily on Lulu's training", she'd only started at Westfield Bondi Junction in September 2023?

10 A. Yes, and she was actively acting as the control room operator. So the, the software was exactly the same from Liverpool Westfield where I spent a lot of my years over to Bondi. So software's the same.

Q. What was the software?

15 A. I believe it's Milestone.

Q. Milestone?

20 A. I believe so, yes. So that, that wasn't the problem. It's the, the locations of all of the cameras. It takes a long time to, to learn the intricacies of, you know, what angles they're pointing at and everything. So I just, I leant heavily on her knowledge in that area to assist in the training.

Q. When you say "it takes a long time", approximately how long does it take?

25 A. I can't tell you. It's, it's just - it's you need to, you know, do the physical job to learn where the cameras are located.

Q. That was quite a complex control room, wasn't it?

A. Yes.

30 Q. Can we go please to tab 1554 volume 40? We'll just bring that up. This is a Scentre Group document, a record of induction, and it says, you'll see at the top, "Information X training". Is X training, does that mean control room training, or what does that mean?

A. That indicates to me it's, the X is saying that this is a training.

35 Q. I see, thank you. It goes on, "Control room guideline including Beakon, report writing, review of control room guideline, controllers and supervisors only". Do you see that?

A. Yes.

40 Q. Then if we look down, we can see that on 5 January 2024, CR1 has participated?

A. Yes.

Q. As has Ms Fatima on 10 January?

45 A. Yes.

Q. Was this training that you took?

A. I'm sorry, can you please scroll up just so I can--

50 Q. Yes.

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A. --see the top? I don't recall this particular training.

5 Q. Can we go then to 1556 of volume 40, please? This is a similar type of document. This is on 10 January we can see that CR1 has completed communication and escalation control and supervisor's training. Do you see that?

A. I see that, yes.

10 Q. And Ms Fatima has as well on the same date?
A. Correct.

15 Q. Who is most likely, based on your experience during that six-month period, in January who's most likely to be delivering this training?
A. I can't say who exactly, because it was not only me delivering the training, it was whoever was the site manager at that time. I'm not sure if it was Jerry or, or Sharooz.

20 Q. We understand that Mr Helg commenced in February 2024, so it would have been Mr Khan?
A. Yep.

25 Q. Did he have CCTV control room training, to your understanding?
A. He did. I don't know who trained him, but he was definitely in my opinion adequate in the control room.

Q. Better than you?
A. He was familiar with the camera locations on that particular site, yes.

30 Q. Do you know when he commenced in his role?
A. Sorry, no. He was there before I got there, so it was before October.

Q. Okay, thank you. I'm now going to take you to an email that you sent to Mr Goldberg on 31 January 2024.

35 SULLIVAN: Can we bring that up, please? That is tab 1229 at volume 37. Can we expand that a bit if possible?

WITNESS: Sorry?

40 SULLIVAN

45 Q. No, I'm sorry, I'm talking to my team. There we see this is an email from you to Bradley Goldberg copied to Shaun Luxford. "Hi Bradley and Shaun. Attached training control room checklist for CR1. My feedback for supervisor and control coverage". There's reference to "Lulu Fatima being assigned some supervisor shifts while I'm on site to provide feedback and advice". And then the reference to,

50 "CR1(control). CR1 is signed off by both myself and Lulu and ready to commence a position as control. There will be things that she will

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only learn if given the opportunity to step into the role, and myself and Lulu will be here to provide this feedback".

Do you see that?

5 A. Correct.

Q. Do you remember sending that email?

A. I don't recall, no.

10 Q. No recollection whatsoever?

A. No.

SULLIVAN: Can we scroll down, please?

15 Q. You see this is a control room training sheet?

A. Yes.

Q. What's this document?

20 A. So again, this was something new to me when I arrived at Bondi. This was not something I was familiar with at Liverpool. Most likely because we don't have a control room officer role there. Nothing here stood out as surprising to me. It's, it's a checklist, you know referencing very expected things of a control room officer, in my opinion.

25 Q. Yes

A. So, yeah, it was a new document, but I was - I wasn't surprised.

Q. We see here that there's 21 topics, if you accept from me, on the list?

A. Sure.

30

Q. Some of those topics are the EWIS/FIP, it's fire panel in effect?

A. Correct, yes.

35 Q. And PA announcement. There's archiving and burning CCTV footage, following POI and CCTV, operating Milestone system. Do you see that?

A. Correct, yes.

Q. There's emergency response, coordinating emergencies, emergency contacts and numbers. Do you see that?

40 A. Yes.

Q. Some of these topics would have involved a demonstration by the trainee, wouldn't they, necessarily?

A. You'd assume so, yes.

45

Q. You see that they're all signed off on 31 January 2024?

A. Yes.

Q. Signed off by you and by Lulu Fatima?

50 A. Yes.

Q. These 21 topics, were they all tested on 31 January 2024?

5 A. I don't recall the actual testing to sign this off. Why they're all signed off on the same day, there may have been, it may have been waiting for, for the person to complete all of the, the tasks and proving that they're adequate, and then given the final sign off in, in one go. So that may be the reason.

Q. I'm sorry, I don't understand the last answer that you gave. It may have been waiting for?

10 A. So again, I don't recall doing the exact test for this, though a reason that it may be all signed off on the same date is that it may have been waited for them to complete all of the, all of the tasks to make sure that they're adequate, and then just signed off in one go.

15 Q. Where do we see that it may have, we may have been waiting for her to complete those tasks?

A. I can't--

20 Q. I'm not sure how one takes it? Aren't you signing off that she is competent in all of these 21 topics?

A. Yes.

Q. Do you see that at the top of this control room training sheet there's a reference to the name of the trainee?

25 A. Yes, that's a mistake. That should be CR1's name there.

Q. All right. Is that the only place that her name should be?

30 A. I believe at the bottom there's a section that she should have signed off also.

Q. Okay, so the name, signature and date?

A. Yes.

35 Q. And there's a note,

40 "Please sign and date above to acknowledge that I have received and understood the training in the procedure for control room and I agree to comply with my OH&S responsibilities and this procedure whilst undertaking my tasks associated with this centre"?

A. Yes.

Q. So, it's necessary for the trainee to actually make in effect that declaration?

45 A. Yes.

Q. And that hasn't happened?

A. No.

Q. Why?

50 A. I can't give an answer.

- Q. We might just contrast this particular control room training sheet, please, with some other examples. If we could go to tab 1597E, page 86, please? It's, unhelpfully, a redacted copy of the document. You'll have to accept from me that the redacted portion includes a number of signatures, some of which appear to be potentially different people. But the matter I'd ask you specifically focus on is that there are a number of different dates on this document. This is training that was undertaken by Mr Rashid in 2019. I don't suggest that you've seen this. I won't--
- 10 A. This particular document, no.
- CASSELDEN: Is it his document, just out of interest?
- SULLIVAN: Pardon?
- 15 CASSELDEN: Is it his document?
- SULLIVAN: No. It's not his document.
- 20 Q. You'll see the dates in the columns there?
- A. Yes.
- Q. It ranges in fact if you look down, please satisfy yourself, that it appears to be date ranges during the period March to June 20--
- 25 A. Yes.
- Q. I'm sorry. I'm on the wrong page. A document from 2022, you'll see that there's dates on 4 March 2022, there's dates on 25 February 2022, 27 February, 26 February, and it's signed off on 4 March?
- 30 A. Yes.
- Q. That suggests, doesn't it, that there's different dates on which this training is conducted?
- A. Yes.
- 35 Q. I can go to another instance if you would like me to. This is at tab 1225 of volume 37. If we can bring that up quickly. This is actually a document for Mr Rashid which indicates that the training occurs over this period of March to June 2019?
- 40 A. Yes.
- Q. I suggest that's because those topics are involved and they require intensive training over a number of days. Do you agree?
- A. Yes.
- 45 Q. It's actually not possible to test someone on a single day in relation to all those topics, is it?
- A. No.
- 50 Q. Can you explain for us please why this sheet is all signed off on 31 January

LTS:DAT

2024?

A. Why, why they all have the same date I can't give a answer to that. No.

HER HONOUR

5

Q. Do you agree that's your signature on that document?

A. Yes.

Q. Over and over and over again?

10

A. Yes.

Q. Do you remember writing your signature on that document?

A. I don't recall signing this document.

15

Q. It wasn't that long ago?

A. I, I don't recall.

Q. It was last year?

20

A. Yeah. I don't recall actually signing off this document.

Q. Have a close look at it and see if you can try and remember?

A. (No verbal reply)

25

Q. Because you've written your name, your signature down over and over again?

A. It is definitely my signature. I, I understand. I, I apologise. I don't recall signing off this document.

SULLIVAN

30

Q. Do you accept that you signed it off?

A. Absolutely. Yes.

35

Q. It appears from the documentation in the brief that you've only signed off one CCTV control room operator. Does that sound right?

A. That's fair. Yes.

Q. You've only signed this document on the one occasion?

40

A. I'd say so. Yes.

Q. You have no recollection?

A. No.

Q. You're doing your very best?

45

A. Yes.

Q. Because you know that there are families in court who would really like some answers in relation to these questions?

50

A. Yes. Absolutely.

LTS:DAT

Q. Can you tell us whether CR1 was even there when you signed her off?

A. Do I, do I remember training CR1 and, and giving her the, the final approval--

5 Q. Was she there on this day, that is 31 January?

A. I don't recall.

HER HONOUR

10 Q. I would like to know, do you remember training CR1?

A. Yes.

Q. Do you remember what day that was?

15 A. I remember her going through general training with me for the security induction pack. As to particular dates and particular training exercises, I, I don't, I don't recall any particular dates.

Q. From the look of this document that you've signed, it looks like everything happened on 31 January 2024, which you say is impossible to have done that much training. Do you know what you were doing on that day? Do you have a diary?

20

A. No.

Q. The reason we're asking is it's troubling to see this without an explanation from you?

25

A. Yep.

Q. I take it that you're doing your very best to try and remember how it came to be that your signature is on this document?

30 A. Absolutely. Yep. I understand. I, I don't recall physically signing off this document. I'm sorry.

SULLIVAN

35 Q. Can we go to an email please at tab 1230, volume 37. It's on 31 January 2024 - this is in response to your email at 3.55pm that day - at 4.24. It's from Bradley Goldberg--

A. Yes.

40 Q. He says, "Hi Andrew. If you feel she is ready I'm happy to test her tomorrow. Let me know. I'm free in the afternoon. Thanks." Do you see that?

A. Yes.

Q. Do you understand the "she" to be a reference to CR1?

45 A. To be CR1. Yes.

Q. Do you recall the following day whether Mr Goldberg came and tested CR1?

50 A. I don't remember him attending and, and giving a final sign off. No.

LTS:DAT

Q. You don't recall him attending the next day and giving final sign off, or at all?

A. I don't remember her being signed off. I don't remember him coming down and, and giving the final assessment.

5

Q. Do you remember having any discussions with Mr Goldberg at any point in relation to CR1?

A. Nothing that stands out. No.

10

Q. "Nothing that stands out", what does that mean?

A. I don't recall any sort of discussions between me and him about CR1.

Q. Your evidence is to the effect that you relied heavily on Lulu Fatima's expertise. Is that right?

15

A. Correct.

Q. She states at paragraph 24 of her statement that:

20

"CR1 completed all training topics as set out in the control room training checklist. These topics require about five to six weeks of training in order to be comprehensively covered."

That's her evidence. Do you agree with that?

A. Correct.

25

Q. We know that CR1 starts her training on 27 December 2023 and she's signed off by you on 31 January 2024. That's barely a five, and certainly not a six, week period, is it?

A. No.

30

Q. Was CR1 rushed through because there was pressure on you to provide another control room operator for rostering at Westfield Bondi Junction?

A. I don't remember being directed to, to rush the training at all. Was there - was there pressure for, for staffing and recruitment in general for, for Westfield Bondi, absolutely. As I said earlier, recruitment was always a major concern, but I was never directed to, to rush her training. No.

35

Q. Did you feel pressure to rush her training?

A. There, there was pressure for, for recruitment. I, I hope that didn't affect my, my training.

40

Q. But it may have?

A. It's possible.

45

Q. Lulu Fatima has provided a statement where she indicates that prior to 31 January there were some areas of improvement identified in relation to CR1 as a control room operator. Do you recall discussing with Lulu Fatima areas for improvement regarding CR1's training?

A. No.

50

LTS:DAT

Q. She states that one issue was her communication style. Does that prompt your memory?

A. No.

5 Q. Do you remember discussing with Lulu Fatima CR1's training at all?

A. I definitely took feedback from her. She was assisting me heavily with the, with the training with CR1, so yes.

Q. What was the feedback?

10 A. Nothing, nothing, nothing stands out to me as, as anything that was - other than the fact that she's new to the role, and we both agreed, as you can see in the email, that she'll - she's passed the, the test and there's certain things that she'll learn while performing the job.

15 Q. Was there a proposal that she be supervised while she was learning on the job?

A. I don't recall if a step was put in place. However, I would definitely - I would definitely - strongly assume that, while she learnt on the job, that she be heavily supervised.

20

Q. Why would you strongly assume that?

A. Well it just makes sense. If, if we're giving someone the, the okay, especially in a, in a critical role, like control room officer, and they're - we agree that she's learning as she goes, then she should be heavily supervised in that process.

25

Q. You don't say that in your email, do you?

A. No.

30 Q. When you say you strongly assumed that, did you discuss that with anyone?

A. I, I would strongly believe I did. I don't recall if I did or not. But I would absolutely think that I, I would have that discussion with my leadership team and with the site manager.

35

Q. That's with Cameron Stuart, Shaun Luxford--

A. And with the site manager.

Q. --Brad Goldberg. Would you have raised it with Brad Goldberg?

40

A. Possibly. Yes.

Q. Rahim Zaidi?

A. Possibly.

45 Q. Mr Khan?

A. Possibly. Yes.

Q. The need for supervision of CR1 because she was new to the role?

A. Possibly.

50

LTS:DAT

Q. Possibly or likely?

A. I would assume I would have had that discussion with someone.

HER HONOUR

5

Q. Is it what you're saying that CR1 wasn't really ready to do the job by herself. She could only do it if she was supervised, in your opinion?

10 A. My opinion is she was adequate and passed the - everything on the checklist. The control room officer role is very - as I said before, the locations of cameras; working under pressure; these, these are things that they, they just take time to learn. Reading that email, it's my opinion that what I was referencing is learning on the job in terms of the locations of the camera - cameras, and, and sort of - everything that goes along with the job.

15 SULLIVAN

Q. What was your understanding about what would happen after you'd sent that email to Bradley Goldberg?

20 A. After I sent the email he's responded back that - for us to organise a final assessment for her.

Q. And then what would happen?

A. If she passed, then she would commence the control room operator role.

25 Q. Do you recall any issues being raised after she had been signed off by Bradley Goldberg in relation to her training?

A. No.

Q. At no point?

30 A. Do I recall any - what, what was the question?

Q. Do you recall any issues being raised in relation to her training in the control room operation after she had been signed off?

35 A. No.

Q. Any issues in relation to her performance in the control room operation?

A. No.

40 Q. I'm just going to briefly diverge to a different topic and come back to that matter. You, in your role at Westfield Bondi Junction, would undertake Red Book audits. Is that right?

A. Yes.

Q. What's a Red Book audit?

45 A. Red Book audits refer to the Westfield's policies and procedures, and the emergency response. And it's basically a, a, a list of questions referencing that either policy or that emergency response.

Q. Do you remember conducting Red Book audits in relation to CR1?

50 A. I recall conducting them with the, with the team in general. Yes.

Q. Do you recall conducting Red Book audits in relation to CR1?

A. Directly with, with her, no.

5 Q. Can we go to tab 1533 of volume 40. This is a Red Book audit active
armed offender 5 January 2024. This is an audit of CR1 that is conducted by
you. We see that in the second line of the heading, when this document
comes up. I don't think that's the correct document. 1553 volume 40. It might
be my mistake, sorry. Here we are. So Red Book audit active armed offender.
10 Do you see your name underneath that?

A. Yes.

15 Q. Do you see the date of the audit is 5 January, the name of the guard CR1,
and do you see there's a 75% pass mark because a number of questions had
been failed?

A. Yes.

20 Q. The two questions that are failed are question 4 and question 5, "What are
the two main objectives", and, "What are the five main staff assignments in
connection with an active armed offender scenario"? You agree--

A. Yes.

25 Q. You see at the end of that audit you sign it and you state, "Good
understanding, requires a refresher on some subjects"?

A. Yes.

Q. Right, you don't have any recollection of doing that--

A. This particular--

30 Q. --audit?

A. --audit, no.

Q. No, all right. Can you go please to 1558, volume 40?

35 A. (No verbal reply)

Q. This is a further active armed offender Red Book audit conducted by you
on 17 January, do you see that?

A. Yes.

40 Q. That's again of CR1?

A. Yes.

45 Q. Can you see question 4 has been failed again, "What are the two main
objectives"?

A. Yes.

Q. "Not yet competent". Those two objectives, "Get people to safety. Get
information to police"?

50 A. Yes.

LTS:DAT

Q. You see on page 2 of that document, that's signed off by you, but you make this note, "Good understanding, requires refresher on some subjects"?
A. Yes.

5 Q. If you accept from me there's no further AAO Red Book audit to follow up on that, should there have been?

A. An additional training is - do you mean, after, after this one--

10 Q. A further audit to check whether that critical understanding of question 2, that is, what are the two main objectives--

A. Yes.

Q. --in an AAO, whether that was understood by this--

15 A. There--

Q. --security guard?

A. There should have been another training completed after this, yes.

20 Q. Another audit, a Red Book audit?

A. Yes.

Q. I'm going back to this issue of the weekly operational minutes if I can please.

25 SULLIVAN: Can we bring those up at tab 1231 of volume 37?

Q. It's going to be very difficult for you to read I think unless you've got a magnifying glass. We might ask that Mr David be shown a copy of the hard copy, unless you can see it on the screen--

30 A. That's all right, I can see it pretty well--

Q. Can you see it?

A. --yeah. Yep, thanks.

35 Q. So this document is entitled, "Weekly operational minutes". It's very small, but the date of this document, it's 10 April 2024. We certainly understand that you had left Glad by 22 March, but you'll see that the nature of this document is such that, as we understand it, it's iterative, and it contains a number of entries from dates prior. So if we go, for example, to staff responses, we see that's on page 1 of the document, and about the fourth or fifth line from the bottom, you'll see, "CR1 will need some more training, especially during" - I withdraw that. "CR1 will need to some more training(as said) in control especially during multiple incidents." That appears to be on 21 February. Do you see that if you look above?

40 A. I see that, yes.

Q. Do you remember anyone discussing with you the need for CR1 to have more training, especially during multiple incidents?

45 A. I don't remember that being raised to me no.

50

LTS:DAT

Q. If we can scroll and move to the next page please, under the heading, "Incident reports". You will see those last two lines, on 21 February 24, "Not getting better. CR1 reports need work, lots of details missing."

5 28 February 24, "Ongoing review". 13 March 2024, "CR1 needs updated training". Then on 24 March, by which time you have gone, "Still ongoing issues with CR1", but we assume that relates to the themes that have emerged earlier. Do you remember any of these matters being discussed during weekly operational--

A. No I do not.

10

Q. You are at these meetings for the most part, do you accept that?

A. Some of the meetings yes. If it's requested of me, I attend yes.

15 Q. And you have no recollection at any point of being told that there were ongoing issues with CR1 in the control function?

A. No I don't recall no.

Q. Can we go please to the heading, "Controllers", on that same page?

A. (No verbal reply)

20

Q. I'll read from the last three lines. 13 March 2024, "CR1 needs further training, doesn't follow up with further details, constantly asked to repeat labelling photos correctly." 27 March, by which time you've gone, "Ongoing issues with CR1, reschedule full control room training again with CR1." So by this time, do you agree, these minutes are suggesting that there are clear problems with her competency in the control room, by this stage, that is by--

25

A. Yes I would agree yes--

Q. Yes. And you have no recollection of those matters ever being raised with you--

30

A. I don't recall any, any issues in terms of CR1's performance being raised with me.

Q. That's your evidence on oath?

35

A. Yes.

Q. When you finished your role at Westfield Bondi Junction on 22 March, did you hand over to someone?

A. No, there wasn't anyone fulfilling my role of project and training manager.

40

SULLIVAN: Nothing further your Honour.

HER HONOUR: Thank you. We might take the lunch adjournment. So we'll come back at 5 to 2. Thank you.

45

LUNCHEON ADJOURNMENT

HER HONOUR: Yes. Who are we up to? Ms Sullivan? No.

50 SULLIVAN: We'd completed, your Honour.

HER HONOUR: You'd completed. Mr Fernandez.

<EXAMINATION BY MR FERNANDEZ

5

Q. Mr David, my name is Lester Fernandez. I act for the family of a security guard by the name of Faraz Tahir. He was killed on 13 April last year. I want to take you to the answers you gave when you were asked questions just before lunch about staffing at Westfield at Bondi Junction.

10

You were asked questions about CR1, and I've done the best I can to take a note of what it is that you said, but do you remember being asked about whether you felt pressure in terms of the staffing and in essence passing people as competent? Do you remember being asked that question?

15

A. Yes.

Q. My note of your answer was that you were not directed to rush training, is that correct?

A. Correct.

20

Q. You were asked - is it correct to say that you did feel pressure for staffing and recruitment at Westfield at Bondi Junction? It was a concern?

A. It was always a concern, yes.

25

Q. It was always a concern because you had to fill positions there at Westfield Bondi Junction, is that correct, staffing positions?

A. Not me personally, but the, the operations team, yes.

30

Q. Of those positions to fill, one of the most difficult was the control room operator, is that correct?

A. It was a difficult position to fill, yes.

Q. Is it correct to say that not many people were asking to be assigned as control room operators?

35

A. Not many people were asking, and also, I think I mentioned it earlier, it was, it was a process where everyone would have to - the hire managers all have to agree that this person was acceptable to begin training for that role.

Q. CR1, she wanted to be a control room operator, didn't she?

40

A. I believe so, yes.

Q. She was one of the few people, few applicants you came across who wanted to be a control room operator, is that a correct statement?

A. I believe so, yes.

45

Q. If I've made a correct note of your evidence, you said that you felt pressure in terms of staffing and recruitment at Westfield Bondi Junction, is that correct?

A. Staffing was always a concern stressed by the operations team. So, there was, there was definitely a pressure felt within the team. I'd like to hope that didn't affect me operationally, but there definitely was a pressure.

50

Q. Why did you feel pressure?

A. The team in general, there was a feeling of pressure, and the conversation around the filling of, of the team and filling of certain roles.

5

Q. When you talk about "the team in general", who are you talking about?

A. The management team. So that's, you know, the, the site manager, the--

Q. Let's have some names?

10

A. Okay, sure.

Q. So who are you talking about?

A. So site manager interchanged. It was, it was Jerry, and before Jerry it was, it was Sharooz, myself, the client would be Bradley. But in terms of in my company it would be Shaun Luxford, and eventually Cameron Stuart.

15

Q. In the meetings that you had with the client, you had Jerry, you mentioned Bradley, Bradley Goldberg?

A. Yes.

20

Q. Are you saying within that group - yourself, Jerry, Bradley - there was a feeling of pressure?

A. The issue of, of staffing was, was always being raised. And it did come with a feeling of, of pressure to, to fill the roles, yes.

25

Q. Did anyone in particular say anything to you that made you feel pressure?

A. Not that I can recall.

Q. In terms of the conversations you were having with the client, with Scentre, what were those conversations about in terms of filling roles, recruiting roles?

30

A. I don't recall any particular conversations, but I definitely, I definitely recall there, there were issues raised around staffing. There's, there's an X amount of hours the contractor needs to fill every, every week and every fortnight, and you need then the, the staff to fill those roles. So if you, if you don't have enough staff to fill the roles, it's going to be raised.

35

Q. Who was telling you that there were X number of amount of hours to be filled?

A. I don't recall anyone in particular raising it to me, but generally the, the feeling of staff from the client, from the contractor side, so from Glad, it would come from the client service manager. So Shaun Luxford and Cameron Stuart.

40

Q. What about from Scentre Group? Did anyone raise those issues from Scentre Group?

45

A. I don't recall.

Q. Over what period of time did you feel that pressure? I think you started in about September of 2023?

50

A. Yep.

Q. And worked until about March of 2024, is that correct?

A. Yep.

5 Q. Using that period of time, over what period of time did you feel that pressure?

A. From my memory, recruitment was an issue ongoing for the entire duration of, of the time I was there.

10 Q. Did you feel that pressure for the entire time, September to March?

A. Recruitment was an issue for the entire time, so, yeah.

Q. I'm going to take you to the Red Book audits. You've already been taken to them, I'll just touch on them very briefly.

15

FERNANDEZ: Can I ask please for tab 1553 to be put up on the screen?

Q. This is the Red Book audit for CR1 from 5 January 2024. You were taken to that before, correct?

20

A. Correct.

FERNANDEZ: Could I just have the text enlarged, please, and could we go down to the first question?

25 Q. The first question was, "In an active armed offender scenario, what section of the incident emergency management protocol will be referred to first?" Can you see that?

A. I can see that.

30 Q. That was the first question asked?

A. Yes.

Q. That's a fundamental piece of information to understand, isn't it?

A. Correct.

35

Q. CR1 was not able to answer that question?

A. No.

40 Q. You go to the next question, she was able to answer what the definition of an active armed offender was.

FERNANDEZ: Could we go down to question 4, please?

45 Q. That question was, "What are the two main objectives?" And CR1 could not say that the two main objectives in an active armed offender situation were to get people to safety and get information to police. Can you see that? She was not competent?

A. Yeah, competent, correct, yes.

50 Q. That's a critical piece of information to know, isn't it?

LTS:DAT

A. Correct.

Q. That's the most important information to know in an armed offender response, isn't it?

5 A. Correct.

FERNANDEZ: Could we go then to the next question, question 5?

10 Q. CR1 wasn't able to tell you what the five main staff assignments were, is that correct?

A. Correct.

15 Q. I'm just going to ask you to keep in mind that CR1 was not competent in question 1 and in question 4, which is a critical piece of information, and question 5, the five main staff assignments, that's also critical, isn't it?

A. Correct.

FERNANDEZ: Could we just go to the end of the document, please?

20 Q. CR1 got a pass mark of 75%, but having regard to her failure to answer those three critical questions that I've just taken you to, why was your view that she had a good understanding, although she required a refresher on certain subjects?

25 A. I can't talk to me commenting directly, but reading this comment I would say that's a bad way to, to word it definitely. If she, if she got those questions wrong, I definitely should have put a more accurate answer at the bottom of that.

Q. What would that more accurate answer be?

30 A. I definitely should have highlighted those, those questions that she, she got incorrect, and some recommendations for retraining.

Q. Those questions that she got wrong, they were just fundamental. They required, they were fundamental things to know, weren't they?

35 A. Correct, yes.

Q. Do you think given that she was not able to answer those three questions I just took you to, you should have raised an issue then and there about her ability?

40 A. Correct.

45 SULLIVAN: Your Honour, in fairness to Mr David, there was a part of that document that I didn't take him to that I ought to have, and perhaps my friend could do that now. That's on p 2. "Is there any feedback for the security officer".

HER HONOUR: Have you got that?

50 FERNANDEZ: That's being brought up I think on p 2.

LTS:DAT

Q. Your answer was, "Further training needed". Did you think that not only did she need further training, but she needed foundational training, that is, the absolute basics?

A. Correct.

5

FERNANDEZ: Could I ask for tab 1558, please, to be put up on the screen?

Q. This is two weeks later, this is on 17 January 2024.

10 FERNANDEZ: I just wonder if that page might be enlarged, please, and can we go down to question number 1.

15 Q. At this time, two weeks afterwards, CR1 was able to answer question 1. If we can go to question 4, can you see that even two weeks after, even given what you raised in the previous audit, CR1 was still not able to grasp the fundamental concept of what her two main objectives needed to be in an active armed offender situation?

A. Correct.

20 Q. Did that trouble you, that she still didn't have that basic level of understanding?

25 A. Again, I, I don't recall giving this particular audit to her, but I don't think there's a, there was a hard fast rule in terms of how to escalate a failed audit. There was definitely a log of people completing the audit and the pass and fail marks. I'm assuming it's something that, you know, is, is escalated to, you know, the upper management. And if retraining is requested, then that would come back down to me. But to answer your question, I, I definitely think that there should have been a, a retraining after, after this, yep.

30 Q. Is that something that you raised with anyone?

A. The, the failing of this audit?

Q. CR1's - yes, the failure. Well the failure to answer that critical question?

35 A. Yeah, yeah, from, from memory, I did have a, a shared document which would have who, who I was doing Red Book audits on and their, and their mark. And I believe that was, that was shared with, with my, my managers, so Shaun Luxford and Cameron Stuart.

Q. Was that shared with anyone at Scentre?

40 A. I'm not sure.

FERNANDEZ: Could we please go to page, the bottom of page 2, and then we'll go to the bottom of page 3?

45 Q. Given CR1 had passed, your view, even though she'd failed question 4 was that she had a good understanding, requires a refresher, is that right?

A. I definitely think that that's badly worded by myself, and I would definitely, definitely think I should have more accurately captured the questions that she got incorrect.

50

LTS:DAT

Q. Do you think you should have escalated the problem with CR1's competence with someone from Scentre Group?

A. Yes.

5 FERNANDEZ: We'll go up to the next page, please, to see if there's any further comments.

10 Q. There's no further comments. There's some security officer feedback under near where there's a signature, and your comment was, "Good start, further training required". How could CR1 have made a good start if she couldn't even answer the two main objectives?

A. Again, I can't recall to leaving this comment, but I definitely agree that it's badly worded and it should have more accurately captured the questions that she got wrong and even put a plan together for retraining.

15 FERNANDEZ: Those are my questions, your Honour.

CHRYSANTHOU: No questions, your Honour.

20 CHIU: No questions, your Honour.

CALLAN: No questions, your Honour.

25 CLARKE: No questions, your Honour.

JORDAN: We have no questions.

HER HONOUR: I'll just check with courtroom 2 if there's any questions?

30 SPEAKER: No questions, thank you, your Honour.

SPEAKER: No, thank you, your Honour.

35 SPEAKER: No, thank you, your Honour.

SPEAKER: No, thank you, your Honour.

HER HONOUR: Thank you. Mr Casselden?

40 <EXAMINATION BY MR CASSELDEN

Q. Mr David, you wanted to read a portion of your statement, which was the second last paragraph?

45 A. Second last. Yeah. Please. First of all, my, my deepest condolences to everyone affected on that day and to all of the families. And I just wanted to say as part of this process I hope there is a public recognition of what the security officers and other staff did to help so many people affected by the events of this terrible day. From what I have seen and read on the news and heard from others, it was chaotic. People were panicking. The offender was
50 running around stabbing people, and the security officers helped those in need

LTS:DAT

while also directing others to safety.

HER HONOUR

5 Q. Thank you, Mr David.

A. Thank you.

SULLIVAN: There's nothing arising, your Honour.

10 NO EXAMINATION BY MS CHRYSANTHOU, MR ROFF, DR FRECKELTON,
MR CHIU, MS CALLAN, MR JORDAN, MS CLARKE, MR GNECH,
MS MATHUR, MR PEN, MS ROBB, MR WILSON AND MR LYNCH

<THE WITNESS WITHDREW

15

MURPHY: Your Honour, the next witness is Lulu Fatima. Her statement is at
vol 48, tab 1609C.

LTS:DAT

<LULU FATIMA, AFFIRMED(2.17PM)

<EXAMINATION BY MR MURPHY

5 Q. Could you please state your full name?

A. My name is Lulu Fatima.

Q. I believe that you have a statement that you'd like to read out?

A. Yes.

10

Q. Please.

A. Before I begin, I would like to take a moment to extend my heartfelt condolences to all the victims, the families and their loved ones. They have remained in my thoughts from day 1 and my prayers continue to be with them. I sincerely hope that God grants them the strength to cope with the loss of a loving one. I also want to express my deep gratitude to all the frontline workers, including security personnel, emergency responders and every day civilians who stepped forward in the face of danger to protect and save others. Their courage and compassion will never be forgotten.

20

HER HONOUR

Q. Thank you very much, Ms Fatima.

25

MURPHY

Q. Could you please tell the Court what your current role is?

A. My current role is as assistant security supervisor at Westfield Bondi Junction.

30

Q. Who are you employed by in that role?

A. Glad Group.

Q. You've signed a statement in this matter that's dated 2 May 2025?

35

A. That's true.

Q. Were you in that same role on 13 April 2024?

A. That's true.

40

Q. But you weren't rostered onto a shift on 13 April 2024?

A. That's true.

Q. But, as is quite apparent, those events have affected you quite significantly?

45

A. That's true.

Q. I'd just like to go through your previous history in the security industry before you started your role at Westfield Bondi Junction. When did you start in the security industry?

50

A. I got my licence back in 2022 and that's when I started working, but those

LTS:DAT

were pretty much casual shifts, and then moved my way as a control room operator at TAFE Ultimo.

Q. You first started doing casual work at events. Is that right?

5 A. Yes. Yes.

Q. That was for a period from December 2022 to about March 2023?

A. That's correct.

10 Q. That work didn't involve you working as a CCTV control room operator?

A. That's correct.

Q. And then you started at TAFE Ultimo in around March 2023?

15 A. Yes.

Q. That was in the control room?

A. Yes.

Q. How long were you in that role for?

20 A. Until I joined Westfield Bondi Junction.

Q. From your statement, that's about to September 2023?

A. That's correct.

25 Q. About six months in that role?

A. That's correct.

Q. Did you have any training when you started your job at TAFE Ultimo for how to work in a CCTV control room?

30 A. That's correct.

Q. What was that training?

35 A. The basic training when you are applying for a control room job at any given site is you learn the site, so you walk around the site. You try and get yourself familiarised with what is the site actually; what are the critical infrastructures; where is the fire panel; the fire control room; and then how many guards you have rostered on; who you can rely; are you accompanying someone throughout your shift and what are the systems that that particular site uses for CCTV or for access control for logging down daily log. And also
40 emergency service - sorry, emergency training, such as responding to a fire alarm or responding to a medical incident, and liaising with emergency responders. That would involve.

Q. This was the training that you received at TAFE Ultimo?

45 A. Yes.

Q. When you say "who you can rely on", what do you mean by that?

50 A. As in security guards. How many security guards you have on floor to get your work done.

LTS:DAT

Q. When you said "accompanying you in your shift", was that in relation to someone being in the control room with you?

A. Yes.

5 Q. At TAFE Ultimo was there more than one person in the control room?

A. A supervisor for the college hours. That means from 8 till 4, or 8 till 5.

Q. During day hours at TAFE Ultimo there was two people in the CCTV control room?

10 A. Yes.

Q. Do you roughly know how many security cameras the TAFE Ultimo control room covered?

15 A. Roughly, I would say 500.

Q. Do you know roughly how many there is in the Westfield Bondi Junction control room?

A. I would say around 950 views, if I'm - roughly there.

20 Q. Yes. I can assist. It's 700 cameras with 954 views?

A. Yeah. Yeah.

Q. You left that role in around September 2023?

25 A. That's correct.

Q. You shortly after commenced at Westfield Bondi Junction with Glad?

A. A day after.

Q. Did you immediately start as a control room operator?

30 A. That's correct.

Q. You didn't do any time on the floor in any other role?

35 A. Prior to commencing my role as control room operator on 4 September, I had few days in prior with the other service provider to gain knowledge of the site.

Q. That prior service provider, that's who Glad took over from?

A. That's correct.

40 Q. Was that training?

A. That's correct.

Q. Was that training in relation to the CCTV control room or more generally?

45 A. Both.

Q. Was the training that you received when starting that role similar to the types of training you received before starting your role at Ultimo TAFE?

A. That's correct.

50 Q. That included specific training in how to use the Westfield Bondi Junction

LTS:DAT

CCTV control room?

A. That's correct.

5 Q. Was the CCTV control room at Westfield Bondi very different to the CCTV control room at Ultimo?

A. It's huge. And is different, because here we are dealing with commercial space. That's more of an educational background. But at the end, the responses are same.

10 Q. The responses are the same, but the Westfield Bondi Junction security control room is huge?

A. That's correct.

15 Q. You've said that you were trained by an employee of the previous contractor?

A. That's correct.

20 Q. What type of training did that involve? Did that involve you sitting with them during a shift, or was it demonstrations? If you could just give a brief explanation of what that training was?

A. Sure. It was a combination of both, sitting in the control room, going out on the floor, going with the previous site manager to the critical infrastructure to just be aware of where the critical infrastructure is. So it was both.

25 Q. Did Glad provide you with any training?

A. Yes.

Q. In relation to the CCTV control room?

A. Yes.

30 Q. What was that training? How was that different from what was provided by the outgoing contractor?

35 A. So when I started on 4 September we had our CSM at the time. He would read through all the Red Book policies and procedures and provide me assistance where required.

Q. Who was the CSM at that time?

A. Qamar. Mr Qamar Naeem.

40 Q. Was that training related only to the Red Book policies?

A. No. It was in relation to Red Book policies, how to respond whilst you are in a control room space and also how to adequately use your staff. It was an overall training.

45 Q. Approximately how long did it take for the training that you did with the outgoing service provider, how long did that take in total?

A. I spent about like 40 hours with them.

50 Q. To the best of your recollection, what was the quantity of the training that Glad provided?

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A. It was from day 1 all the way till probably, as I said, five to six weeks.

Q. Was that training every day, or every shift that you were rostered on, or every second shift? How often was it?

5 A. Every shift that I was rostered on.

Q. What did that training look like from Glad?

A. Just doing the - on the job training and being assisted by the CSM.

10 Q. In the case of working in the security control room, would that involve someone sitting with you for an hour, or for two hours, during your shift? How did it work?

A. I would say roughly around three to four hours.

15 Q. In the first five or six weeks of your employment with Glad at Westfield Bondi Junction, for three to four hours every shift someone would sit with you and assist you training and developing in the CCTV control room?

A. That's correct.

20 Q. The name of that person who sat with you? Just their full name?

A. Sure. Mr Qamar Naeem. Do you want me to spell it out?

Q. Yes please?

25 A. Q for Quebec, A for alpha, M for Mike, A for alpha, R for Romeo, N for November, A for alpha, E for echo, E for echo and M for Mike.

Q. Was that the only person who trained you when you started?

A. Like from Glad, yes. But from Scentre Group, my RSM and RSS were supportive throughout.

30 Q. That was Mr Bradley Goldberg?

A. Mr Bradley Goldberg and Mr Rahim Zaidi.

MURPHY: Could we please bring up vol 48, tab 1609C at p 15.

35 Q. This is an annexure to the witness statement that you've made in this matter. It's annexure C. It is a training register. Do you recognise this type of document?

A. Yes.

40 Q. It's dated 24 September 2023?

A. That's correct.

45 Q. Within the first three or four weeks of you commencing at Westfield Bondi Junction?

A. Approximately four weeks.

Q. The procedure is "Control Room Procedures"?

A. That's correct.

50

Q. The name of the presenter is the man that you just mentioned?

A. That's correct.

Q. What was the content of this training?

5 A. As far as I can recall control room procedures involve the radio call procedures, phone call - like telecommunication throughout the day, liaising with your guards, escalation, and then providing run sheet for the entire security staff throughout the day, and making the daily centre emergency rounds, which is called DCER, and then followed by a few other trainings
10 relating, that how the security control room should be maintained.

Q. Do you recall approximately how long that training went for?

15 A. This would have been from the day we started, all the way till this day, and then on this day, we signed that off saying that we are now confident in control room procedures.

Q. So the training didn't occur on 24 September 2023. It occurred over a period, and on this day you were signed off as competent in control room procedures?

20 A. That's correct.

Q. And you became competent by reviewing the Red Book?

A. That's correct.

25 Q. By sitting with Mr Qamar Naeem during your shifts for three or four hours?

A. That's correct.

Q. And then he was satisfied that you were competent to perform the role of a CCTV control room operator?

30 A. That's correct.

MURPHY: Could the witness please be shown vol 38, tab 1266 at p 2?

35 Q. You may not have seen this document before. I don't expect you to have, but do you recall attending a multi-agency exercise that was conducted by Fulcrum in around October 2023?

A. That's correct.

Q. And who attended that exercise to the best of your memory?

40 A. I would say some of the centre staff, and then some of security personnel, people who are in leadership roles, most probably the site manager, maybe the 2IC as well and then people from centre staff.

45 Q. Did any other emergency service - this is not a test, the information is here, but did police and fire attend--

A. Sure, sure, yes. Police and - yeah.

50 Q. And if you can see - if we scroll down very slightly and stop there, under the centre emergency control organisation heading, on the second dot point from the bottom under the watermark, which makes reading difficult, it says

LTS:DAT

your name and that security room controller?

A. Yes.

5 Q. And this wasn't an active session, it was a learning session. You weren't doing scenario testing, is that right?

A. That's - I think that's all I recall, yeah.

Q. Do you recall what the exercise that was - what the scenario that was dealt with in this exercise was?

10 A. I do not exactly recall what the exercise was, but it would be something around emergency management.

Q. Does it refresh your memory if I tell you that it was about - one of the scenarios involved an active armed offender?

15 A. Could be, I'm not sure.

Q. Did you take any particular learnings or was there anything you took away from that session?

20 A. As far as I recall, from all the trainings we do on site, which are scenario based, we always take training of being as quick as possible, as efficient as possible, and managing the time effectively. That would be my learnings out of everything.

Q. Is that when you're responding to an incident?

25 A. That's correct.

Q. So when you're responding to an incident as a control room operator, it's important to be quick?

A. That's correct.

30 Q. And you've said that - sorry?
A. No it's okay.

35 Q. Part of the training that you received, when you started at Westfield Bondi Junction, did that include dealing with training about active armed offenders?

A. That's correct.

40 Q. What did you understand a security guard was to do in response to an active armed offender?

A. The two main objectives: Get people to safety, get information to police.

Q. Did you receive any specific or additional training about what a control room operator was to do in response to an active armed offender situation?

45 A. That's correct.

Q. What was that? What was different about that training?

50 A. Following the first two main objectives, then you obviously do the CCTV, which is only for the control room operators, and then you wait for the authorisation of CME0 and PA announcements from the centre Chief Warden.

Q. When you say you do CCTV, what do you do as a control room operator in response to an active armed offender?

5 A. We verify the scenario, or the incident that has unfolded, and then confirm the message out to the broader team.

Q. That involves tracking through - does that involve looking back at what's happened to work out where the offender may be?

10 A. The very first response would be just opening the exact location, to just confirm if there is someone or not. Tracking and playing back would come a little later.

Q. And the ability to locate an offender in an active armed offender situation requires you to be both familiar with the technology that's in the CCTV control room, is that right?

15 A. That's correct.

Q. And also familiar with the site?

20 A. That's correct.

Q. Before I just move away from your training, was any of the training that you were provided in your role as a CCTV room control operator done under pressure to stimulate - to simulate what it might be like when faced with a real event?

25 A. True, yes we have done trainings as--

Q. And what did that look like?

30 A. It's hard for a person to immediately control their adrenaline and focus, but you're trained for that.

Q. How were you trained for it? Were you peppered with questions? Was it a scenario? What was done when you were getting trained, to assist you to know how you might respond when faced with a real situation?

35 A. It's most probably like a Red Book audit plus a desktop scenario, where your senior leadership team would ask you questions and put you on the spot, and expect answers from you, so that's how we will mostly learn.

Q. So a Red Book audit is - this Court has heard some evidence in relation to that, that involves a manager going the Red Book with a guard, and asking them questions, and them having to respond to those questions and then being marked accordingly, is that right?

40 A. That's correct.

Q. That causes a degree of stress because you're put on the spot, is that right?

45 A. That's correct.

Q. Desktop training, is that something different?

50 A. It's basically that you move the cursor around or you would move yourself around and try and enact that you're doing - like you're activating the CMEO or

LTS:DAT

you're activating the PA announcements, just enacting, I would say as a role play.

5 Q. Would some of that role playing involve being asked to quickly locate a person located in a certain area of Westfield Bondi Junction?

10 A. That would come - once you answer the question, it would be followed by that, but the most important part would be to just locate that particular person first, and then start doing your radio calls and communicating it out to the broader team, and waiting for the authorisation from Chief Warden to activate CME0 and PA. Once everything this is sorted out, then we will go back again to CCTV.

15 Q. Do you think practical training like you've just given evidence on is a very important part of developing and being prepared to act as a CCTV and control room operator?

A. That's correct.

20 Q. Just moving to your experiences in the control room at Westfield Bondi Junction, is it a specialised role?

A. Yes it is.

Q. Why do you say it is?

25 A. It's not easy being a control room operator. There's lots of pressure, lots of incidents you're dealing with. You are multitasking 12 hours straight. It is - it takes a lot of courage to be in that chair.

Q. And it is - you've said it's for 12 hours straight. That's the average shift length in your time at Westfield Bondi Junction?

30 A. That's correct.

Q. Do you find it hard to stay focused over that whole shift?

A. I would say it depends, person to person. I really enjoy being a control room operator, and I like that, so it - for me, it would pass very quickly.

35 Q. If you needed a break, what was the policy in relation to that? If you were getting tired or restless and you just needed to take some time away from the screen, how did that work?

40 A. Anyone who is qualified to be a control room operator would come and relieve me for the break.

Q. Was it always the case that someone would be rostered on to the same shift as you that could take over?

45 A. No it would be either my 2IC or my security site manager who would come down and then relieve me for a break.

Q. That was the question I was asking, but there would always be someone on site who could come in and take over?

A. Yeah, yes.

50 Q. And that applied, for example, if you wanted to go and have lunch?

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A. That's correct.

Q. What about if you were having a shorter break, for example, you just need to go to the bathroom?

5 A. It depends on the situation, if sometimes you are really in a rush, if someone is around, it's good. If not I would - this is my practice - I would just take the radio with myself to washroom if it's only for a minute or so.

Q. And in that minute--

10 A. If on urgent basis.

Q. Of course, and in that minute, the CCTV room would not be - the CCTV cameras would not be monitored?

15 A. That's correct.

Q. Has there been any change in the policies that apply at Westfield Bondi Junction after 13 April in relation to that?

20 A. Not that I'm aware of, but we as a team are working through to have someone there as much as we can, giving some, like - if something arises of urgent need that a controller just had to step out just to wash his hand or something, that's something different, but we are trying to minimise as much as possible.

25 Q. You've spoken about it's a stressful job and you need courage to do the job, and you're managing lots of different things at the same time. Is being able to communicate clearly and understand what is being told to you an important part of that job?

A. That's correct.

30 Q. Do you know who Mr Jerry Helg is?

A. Yes my site - my ex site manager.

Q. He has given evidence in this matter that the ability to communicate is the most important part of--

35 A. That's correct.

Q. --being a controller room operator. Do you agree with that?

A. That's correct.

40 Q. At paragraph 17 of your statement that you've given in this matter, you talk about one of the difficulties at Westfield Bondi Junction is the sheer volume of cameras, and the area which is covered by the CCTV system?

A. That's correct.

45 Q. What are the particular challenges that that poses?

A. There are about - as we all know, there are about 954 views of cameras. For you to understand what camera is covering what view, it would take quite some time to familiarise yourself, and then you've got car park as well. So, car park, all the walls look alike, so it's pretty daunting.

50

LTS:DAT

Q. So you need to be across a lot of different images at the same time in order to be doing your job properly?

A. That's correct.

5 Q. Do you think - would your job as a control room operator be made easier if there was someone else in the control room with you?

A. It would help.

10 Q. When you were working at Ultimo Tafe, there were two people in the control room at the same time?

A. That's correct.

15 Q. During your time as a CCTV control room operator at Westfield Bondi Junction, did you ever work with more than one operator at a time?

A. Negative.

20 Q. What about in a situation when you were supervising someone, would there be two people in the room then?

A. Yes.

Q. One of the roles of the - please that's--

A. Sorry.

25 Q. No, no. One of the roles that the coroner has is the ability to make recommendations. Mr Helg has given evidence in this matter that he thinks it would be preferable if there were two control room operators in the control room at any one time. Do you agree with that?

A. Yes I do.

30 Q. You've said as well that you need to be courageous to be a CCTV room control operator and there's a lot of responsibility?

A. That's correct.

35 Q. Do many people want to do this job?

A. No.

Q. Are you paid more when you take on a role of CCTV room control operator?

40 A. I would say it's not that much, but if preferably may be.

Q. So, you would be getting paid more than you would as a security guard in a rover role?

A. Not as much as we should. Sorry.

45 Q. I'd like to now turn to the training that you did in relation to the female control room operator who was in the role on the day. Do you know who that person is?

A. Yes, I do.

50

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Q. I'm not going to refer to her name, she's subject to a non-publication order, but if you do say her name, it doesn't matter, so please don't worry about that. You know that person?

A. Yes, I do.

5

Q. You've worked with her?

A. Yes, I did.

Q. Were you responsible for training her to be a CCTV control room operator?

10

A. Yes.

Q. When was that, when did she start being trained as a CCTV control room operator, to the best of your memory?

15

A. As far as I recall it should be something along the end of December, probably 22 December. That's what I can recall.

MURPHY: Could the witness just be shown tab 1554? Apologies that I don't have the volume with me. Volume 40.

20

Q. That document is titled "record of induction", do you see that?

A. Yes.

Q. It's "control room guideline including Beakon report writing, review of control guideline, controllers and supervisors only"?

25

A. Yes.

MURPHY: If we could just scroll down?

Q. That has you as having attended that training on 10 January 2024?

30

A. That's correct.

Q. Was that training induction training?

35

A. I would not recall if that was like the extensive induction training, but it would be around writing incident reports, as it mentioned, for Beakon. If you can scroll up a little bit?

Q. Yes.

40

A. Yes, it should be around writing the, like incident reporting writing, which is Beakon, the system we use.

Q. Had you been to any training about that prior to 10 January 2024?

A. Yes, I have.

Q. That was as part of your first - when did that occur?

45

A. That was part of my first few weeks in the centre.

Q. You'll see that the female control - if we can scroll back down - the female control room operator also attended a similar training at around that time?

50

A. Yes.

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Q. This is about three months into your time at Westfield Bondi Junction from September to December, three to four months?

A. Fifth month, January.

5 Q. January, apologies, yes. Your maths is better than mine.

MURPHY: If we could take tab 1556?

Q. This document is communication and escalation?

10 A. Yes.

Q. Control and supervisors?

A. Yes.

15 Q. Then if we scroll down again, that also has you undertaking that training on 10 January 2024?

A. Yes.

Q. And the control room operator undertaking that training on the same day?

20 A. Yes.

Q. Is this the first time that you've done this training?

A. No, I've done this prior.

25 Q. Turning to the training that you gave to that female control room operator from around the end of December 2023 onwards, were you responsible for all of that training?

A. I was.

30 Q. Responsible is unfair. Did you undertake all the training?

A. Yes, I did.

Q. Who directed you to do that?

A. My CSM at the time, and the training manager.

35

Q. The CSM was Mr?

A. Shaun Luxford.

Q. Shaun Luxford. And the training manager?

40 A. Andrew David.

Q. Was it both of them who told you that that was to occur, or was it one of them, or do you not recall?

A. Both of them.

45

Q. At the time that you were responsible for - at the time that you were undertaking that training, were there any other control room operators at Westfield Bondi Junction?

50 A. There were during the nighttime, because we have controllers every, switching every 12 hours, so there were other control room operators as well.

Q. Is there a difference between a night operator and a day operator?

A. Nothing major.

5 Q. Were those night operators, had they been in the role for longer - did they have more experience than you?

A. I would say no.

Q. What would make you say that?

10 A. Because me and the other night controllers started on the same day, and you're exposed to the entire centre during the day as much as compared to night.

Q. So there was no-one who'd been at Westfield that you knew of for a longer period of time than you?

15 A. As we had changed the contract in September, not everyone stayed back. And the people who stayed back were on leave.

Q. You were the most experienced person to conduct the training from the available operators in around December 2023?

20 A. That's correct.

Q. At that time you'd been at Westfield Bondi Junction from September 2023?

25 A. That's correct.

Q. And you'd had experience in CCTV control rooms from about March 2023?

A. That's correct.

Q. What did that training involve?

30 A. I just want to clarify, the training that I have given to the other female controller?

Q. Yes, the training that you provided to the female control room operator, what did that involve?

35 A. Everything regarding control from the basic to the - everything that covers the control room checklist, or what an actual controller should do to make things easier for that particular shift and moving forward.

Q. Were there any materials or documents that you used as part of that training?

40 A. No. Because my only job was to provide training and then notify my senior leadership.

Q. The training involved demonstrations?

45 A. That's correct.

Q. Did it involve you sitting with that control room operator during when she was rostered onto a shift?

50 A. That's correct.

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Q. Approximately how long did that occur for?

A. All my shifts from end of December - 20 or 25 December, something around that corner - all the way until the day of incident I was always in there with her.

5

Q. The day of the incident is 13 April?

A. Until the day of incident I mean.

10 Q. So in the period from the end of December 2023 up until the events on 13 April, on every occasion that you were working and the female control room operator was rostered on, you were supervising her?

A. That's correct.

15 Q. What did that supervision entail?

A. Providing training as best of as I can. And then doing desktop scenarios with the female controller. Making sure that she's well aware of the Red Book policies and procedure. How a control room functions on a day-to-day basis. What are the duties are to be carried out at what particular time. And then CCTV, liaising with police and emergency responders, because they would come often to collect CCTV. All the tasks of, of control room operator.

20

Q. How many hours per shift did this training involve?

A. The first few weeks were probably eight to ten, but later once the female controller was signed off, it was almost a full shift like of 12 hours.

25

Q. That you were providing?

A. I'm just assisting.

30 Q. So you're assisting for eight to ten hours in the early period?

A. Yes.

30

Q. What were you rostered on? What was your role in those shifts? What were you--

A. Earlier?

35

Q. In December, early January.

A. Security control room operator.

40 Q. So you were both rostered in the control room at the same time?

A. Yes, she was under the training shift, and I was the assigned control room operator.

40

Q. Are you aware of anyone else providing any training to that female control room operator?

A. Yes.

45

Q. Who was that?

A. Andrew David, and then the site manager, which changed a little bit, which was Mr Sharooz Khan and then followed by Mr Jerry Helg.

50

Q. What was the training that Mr David provided, to the best of your recollection?

5 A. To the best of my recollection is if I've covered a topic, for instance say radio procedures, I would notify the available leadership member that I've completed this, please audit the female controller on a particular, like the radio procedures. That would be the communication.

Q. Was your training about radio procedures practical training?

10 A. Yes, that's correct.

Q. Then the assessment by a senior manager, if I could use those terms, would be a question and answer?

15 A. It could be both. Like a question and answer plus a scenario, just to get a more description.

Q. Did Mr Khan and Mr Helg - and I appreciate it's Mr Khan, Mr Helg doesn't start until the middle of February - did they do any different types of training with that CCTV control room operator?

20 A. They would touch base on the similar things.

Q. As part of your training - so this training that female control room operator, which is, I'm just asking you to consider the period from the end of December through to the end of January 2024 - did you have any concerns about that female, about her, that female control room operator's ability to be a control room operator?

25 A. I would not say ability, but there were a few issues of improvement.

Q. What were those issues?

30 A. Communication, escalation, and CCTV.

Q. Starting with the first, what were the issues about communication?

A. When you speak on the radio, not everyone can understand every other person's dialect or slang or accent. That was the issue with communication.

35 Q. What was the particular - was it a use of slang by that female control room operator? What was the specific issue in this instance?

A. I would say just understanding the message. Probably the dialect, I would say.

40 Q. Is that her not understanding what other people are saying, or other people not understanding what she's saying?

A. Her not understanding what other people are saying.

45 Q. You have already said and agreed with that communication includes both giving information and receiving it?

A. Yes.

Q. And when you have difficulties understanding what's being said to you, that can impact upon your ability to do the role?

50 A. Yes.

Q. The second point you said was escalation. What does that involve?

5 A. So, if any incident takes place at Westfield Bondi Junction, it requires escalation. You as a control room operator needs to notify the broader team of what is happening and where it is happening in a timely manner. There were a few issues around that.

Q. What were the particular issues in relation to that female control room operator that you identified?

10 A. So as a control room operator, if something unfolds and you've been notified, in, in the very same span of a second or minute, you have to radio it out through the broader team. It would just take a couple of seconds here and there, or give or take a minute, to escalate it out.

15 Q. So a minute?

A. Roughly.

Q. How did you observe that there were issues with the escalation? Is that when you were sitting with her and you wouldn't intervene, you would just let the situation play out just to see how she'd respond?

20 A. I do not recall that if something has been - an incident has been reported and I am waiting for that to be escalated, but sometimes it would happen that I might be in the centre management office or on the floor doing a huddle and we heard the exhaust fans going off, and then we had to radio from the floor,
25 "Is that a code red?" So something along those lines.

Q. This is in the period from December into January, or is it in the period after?

30 A. I think it is in that - no, sorry, my bad. This is after January.

Q. I see. Just for now, that's just in terms of the period, but we can, we will go to the period after, the last point that you mentioned was CCTV?

A. Yes.

35 Q. What were the issues there?

A. To be completely honest, it's very difficult for an individual to gain CCTV expertise within lesser time, maybe five or six weeks. You still need to learn on the job to gain as much expertise as require. So it was like a work in progress.

40 Q. In a role that takes a lot of courage to do, and you have a lot of responsibility, being able to use the CCTV and have skills in that area is a critical part of the job, isn't it?

45 A. That's correct.

Q. Being a work in progress is not really ideal, is it?

A. It is on the job training, so you are always with someone - a supervisor assisting you, so you're learning on the job, pretty much. CCTV.

50 Q. In the period in which the female control room operator was training to be a

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CCTV control room operator, you said she would be allocated to a training shift and you would also be working in the control room?

A. That's correct.

5 Q. You have then said that if you learn on the job and part of becoming skilled as a control room operator involves learning as you go?

A. That's correct.

Q. That's assisted by supervision?

10 A. That's correct.

Q. How is that supervision - is there a formal policy that sets out that you're required to supervise a control room operator as they're still learning in the early stages?

15 A. I do not recall any policy to be supervising the new controllers. It's basically that if someone is new you try and assist them at - until they've gained confidence enough and they are well aware of all the 954 views that you've got within the centre.

20 MURPHY: Could we bring up the document at tab 1229, which is vol 37.

Q. You won't have seen this email at the time. That's an email dated 31 January 2024 which is sent by Andrew David. He's the training manager that you referred to earlier. Is that right?

25 A. That's correct.

Q. It's sent to Bradley Goldberg?

A. That's correct.

30 Q. What was Mr Goldberg's role at that time?

A. Risk and Security Manager.

Q. Shaun Luxford, he was the CSM. That's what you referred to?

A. That's correct.

35

Q. The customer services manager?

A. Yes.

40 Q. It refers to you in this. We don't need to deal with that. But in relation to the CCTV control room operator, Mr David has said that:

45 "CR1 is signed off by both myself and Lulu and ready to commence position as control. There will be things that she will only learn if given the opportunity to step into the role, and myself and Lulu will be here to provide this feedback."

Were you aware that Mr David had communicated that to Mr Goldberg at around 31 January 2024?

A. I was roughly informed about that. Yes.

50

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Q. "Roughly informed" means?

A. Like he verbally communicated. I have not seen the email, but verbally communicated.

5 Q. If we could just scroll to the next page. Do you recognise a document like this?

A. Yes.

Q. What is this document?

10 A. This is the control room training checklist.

Q. Did you complete a checklist like this when you started at Westfield Bondi Junction?

A. Yes. I did.

15

Q. Is it your handwriting on this document?

A. No.

Q. Is your signature on this document?

20 A. Yes.

Q. Which signature is that?

A. The far right one.

25 Q. We'll come back to this document.

MURPHY: If we could bring up tab 1225, which is in volume 37.

Q. This is well before your time at Westfield Bondi Junction--

30 A. Yes.

Q. This is the same document. It's a control room training checklist?

A. That's correct.

35 Q. Although redacted, there are signatures on that document, you just can't see them. As you can see, the dates on which each of the topics have been signed off are different. Can you see that?

A. That's correct.

40 Q. There's 27 March, early April, there's some events even in May. Can you see that - just next to "Emergency Responses Co-ordinating Emergencies"?

A. That's correct.

Q. If we could just go back to the previous document. You can see by comparison that all of the topics are dated 31 January 2024?

45

A. That's correct.

Q. Did CR1 undertake all of that training on 31 January 2024?

A. No.

50

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Q. When did she undertake that training?

A. Right from the day we started. Roughly I would remember 20 or 22 December all the way till 31 January 2024.

5 Q. Why was it that the one date was used - 31 January is the only date that's in this document rather than a range of different dates?

A. I'm not sure why.

10 Q. Did you think when you saw this document when you signed it that it was strange that everything was dated the same date?

A. I signed the document prior to the information was filled out confirming that I have provided this training to the female controller.

15 Q. You were given a copy of this document that was blank?

A. That's correct.

Q. You signed on the right-hand side?

A. That's correct.

20 Q. Who asked you to sign it?

A. Training manager, Andrew David.

Q. Do you recall when did he ask you to do this?

25 A. Prior to filling out the form. Maybe a day before, or on the same day. I'm not sure. But something along those - like maybe on 30 January, or the same day.

Q. You signed a blank document, and then you--

30 A. Yes. Confirming that I've given the training.

Q. Mr David said to you, "Have you completed all of this training for the control room operator?"

A. That's correct.

35 Q. You confirmed with him that you had?

A. That's correct.

Q. Had he undertaken any other training in relation to that control room operator?

40 A. As I have advised, if I have covered, for example, if I go with the first line telephone and radio procedure, I would reach out to Andrew or the site manager at the time saying that "I've covered this today. Please assess or provide more further training for that female control room operator."

45 Q. Did you know if that assessment occurred in relation to each topic on this document?

A. Yes. It did.

Q. How do you know that?

50 A. Because I was there throughout. Once I have passed on this information,

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maybe an hour later or two hours later, or maybe the following day, they would come and assess her.

5 Q. You participated in the sign off, if I can use that term, for each topic that was done by Mr David?

A. That's correct.

Q. In this case, Mr David has signed off all of these, so he was the one responsible for that?

10 A. I can't speak on his behalf, but I have provided the training and he did the re-checking and assessment once I have confirmed that I've provided that particular training.

Q. Do you know the dates on which Mr David completed the assessment of each of those topics?

15 A. I do not specifically remember which date, but as I have advised it would be somewhere around - from 20 or 22 December all the way till 31 January 2024.

Q. Mr David didn't complete the assessment all on 31 January 2024, to the best of your knowledge?

20 A. That's correct.

Q. Were you working on 31 January 2024, to the best of your recollection?

25 A. I'm not sure, but most probably I would have.

Q. Was there any other discussion with Mr David in relation to this document? After you had signed it and given it back to him was there any further discussion in relation to the female control room operator?

30 A. Not that I can recall.

Q. Did you raise with him the concerns that you've identified previously about communication, escalation and CCTV?

A. Yes. I did.

35 Q. Did Mr David say anything in response to that?

A. For CCTV, as far as I remember, he mentioned that as - even I agree, it would be an on the job training. For communication, we had a discussion and then he - like we both came to an agreement that it would take her a little - maybe another week or two just to understand everyone's dialect and accents.

40 Q. Did you have any other conversations with anyone else from Glad or Scentre about those concerns that you had?

A. Yes. I did.

45 Q. Who was that?

A. Site manager at the time.

Q. Mr Khan?

50 A. Yes.

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Q. What did you say to him?

A. The same three points that I've made with the training manager.

5 Q. Did he express any concerns about whether the female control room operator should be signed off?

A. No. We would agree that these three points were to be worked on, but no concern for signing off.

10 Q. Did you, in your discussions with Mr David, understand that there was pressure for there to be more CCTV control room operators at Westfield Bondi Junction?

A. I wouldn't exactly say there was pressure, but there was requirement. Yes.

15 Q. Did that play into your consideration of signing off this female control room operator, knowing that there was a need for more control room operators at the time?

A. No. Because at the time when the female control room operator was undergoing training we had two day shift control room operators. We'd acquired one extra as a requirement, because I was going into the other role.

20

Q. There were two new control room operators at the time?

A. No. We had already two, which was myself and the other male control room operator, operating at that given moment when the female control room operator was undergoing training, so there wasn't any - that sort of pressure.

25

Q. What was the other person's name?

A. The male control room operator.

Q. Yes. Who was that?

30

A. CR2.

Q. At the time I understand CR2 was on personal leave?

A. I do not recall the exact dates, but--

35

Q. In January 2024 was he working?

A. I'm not quite sure if he was working or not, but he was designated as a control room operator. That's what I can say.

40 Q. Are you aware of the weekly operational meetings between Scentre and Glad?

A. That's correct.

Q. Have you ever attended any of those meetings?

A. Now I have.

45

Q. When did you start attending?

A. August or July - like August or September 2024.

Q. After the events?

50

A. Yes.

Q. You're aware that Mr Helg used to attend those meetings after he started in February 2024?

A. Yes.

5

Q. Mr Helg has given evidence in this matter that in around 27 March 2024 there were concerns, which were recorded in the weekly operational minutes, about the female operator's ability to perform the role of a control room operator. Were you aware of that at the time?

10

A. No.

Q. Mr Helg didn't communicate that to you?

A. No.

15

Q. No one else from Glad communicated that to you?

A. No.

20

Q. Were you otherwise aware that - and this is Mr Helg's evidence, "She was constantly asking people to repeat themselves. Her communication was a bit hard to understand, and she would have trouble understanding people as well"?

A. That's correct.

25

Q. You were aware of this?

A. Yes.

Q. Was that something that Mr Helg had told you?

A. No. I have - I had observed that while sitting next to her.

30

Q. What was the timing of this?

A. Probably February.

35

Q. February, so this is after the period in which she was training and the control room training form checklist was completed?

A. That's correct.

Q. Did that - concerns continue into March?

A. Not that I recall.

40

Q. Were you aware - Mr Helg has also given evidence that it was determined that the control room operator was going to undertake further training because of the issues that had been identified in relation to her. Were you aware of this?

A. No.

45

Q. Mr Helg has given evidence that it was you who was going to be undertaking that training. Did that occur?

A. It was a refresher training, yes, but I was not sure that the reason behind the refresher was something else.

50

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Q. Could you just explain the last bit of your answer again?

5 A. Sure. I thought as the female control room operator is new in her role, they want me to assist to improve more and to make her more confident in her role. That was my understanding, but now when I've heard Jerry, Mr Helg, speak of that - the concerns, I was not aware of those concerns.

Q. But you were aware of the issues that I've just discussed about her asking people to repeat, that her communication was a bit hard to understand and she was having difficulties understanding people?

10 A. That's correct--

CASSELDEN: Can I just rise? So there's no confusion, can we try and tie it a time period(as said). We're moving between February, sometimes March. What's the specific period in terms of the concerns of which she's aware?

15 MURPHY: I don't know from the witness what period we're in, because there's a middle February--

CASSELDEN: Ask an open-ended question.

20 MURPHY

Q. When did you have those concerns that I've just referred to about her being asked to repeat her communications, and trouble understanding people?

25 A. As I advised, in February.

Q. When abouts in February?

A. Probably early February, till mid.

30 Q. When was the refresher training?

A. I would say end of February or early March, somewhere around that corner.

Q. Do you recall towards the end of March ever being asked to do a full control room retraining for that control room operator?

35 A. Sorry, Fulcrum training?

Q. A full control room retraining, so redoing the training for the control room. Do you recall being asked to do that?

40 A. No. I recall being asked to touch on few specific topics, but not the full control room training.

Q. When was this?

A. As you've advised, around late March.

45 Q. What were those topics?

A. Incident writing reports, probably putting all the required details in the reports, just making sure the photographs - the snippets are painted properly, and enhancing furthermore CCTV skills.

50 Q. Who asked you to undertake that training?

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A. It was said by both my CSM at the time, and the site manager.

Q. And the CSM at the time was?

A. Cameron Stuart.

5

Q. And the site manager, this is at the end of March, was Mr Helg?

A. That's correct.

10 Q. Do you recall after the end of March any other training that you were asked to do in relation to that female control room operator?

A. No not that I recall.

Q. In your opinion, do you think that CR1 was competent to be a control room operator on her own?

15

A. That's correct.

Q. And you were comfortable that she didn't need any supervision in her role as a CCTV control room operator in March and April?

20

A. She would require assistance, but not supervision.

Q. What was that assistance?

25

A. As there would be multiple incidents unfolding at this very given minute, your phone would be going off, the radio would be going off. You would have contractors walking in any minute. You would have alarms going off. Or you could have police in the control room requesting CCTV. You would have your guards asking for breaks. So it's quite a handful task to perform as a control room operator, so--

Q. So she would need assistance when multiple things were required at once?

30

A. That's correct.

Q. But that's a common part of the job, isn't it?

35

A. That is a common part, but not every minute you have all of this happening. Sometimes you have all of this, and then another 15 minutes you would have a calm time.

Q. In your opinion, did you consider that as of April, the start of April 2024, that the female control room operator would be able to appropriately respond to an emergency?

40

A. That's correct.

Q. What leads you to that opinion, to have that opinion?

45

A. She was keen to perform the role of control room operator, and she was trying her best as a new control room operator to perform to the best of her abilities.

Q. I understand she was trying and she was keen but did she have the skills to appropriately respond in the event of an emergency?

50

A. Yes.

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Q. And you say that despite you were - do you agree that as of the start of April 2024, she was still having difficulties with communications?

A. I didn't say start of April.

5 Q. It's a different question. I understand you haven't said that. As at the start of April, did those communication issues continue?

A. Not that I recall of. She had progressed from February to April quite a lot.

Q. Had the CCTV skills improved?

10 A. That's correct.

Q. Do you agree that if her skills in communication and CCTV had not improved, as you say, to the state they were in April 2024, that she would not have been able to respond to an emergency?

15

CASSELDEN: I object. That cannot assist your Honour with the greatest respect.

HER HONOUR: Yes, perhaps not.

20

MURPHY

Q. And we know unfortunately that she was not able to respond appropriately.

25

CASSELDEN: I object.

HER HONOUR: What's the objection Mr Casselden?

CASSELDEN: Well, she wasn't there, with the greatest respect.

30

HER HONOUR: This witness wasn't there?

CASSELDEN: Yes. There's expert evidence your Honour that's dealt with this. It's not for this witness. It's most unfair to this witness.

35

MURPHY: Can we just bring up tab 1231?

Q. And if we could - I acknowledge you - have you seen this document before?

40

A. (No verbal reply)

Q. And I appreciate you weren't at these meetings, so I'm not going to - I don't expect you to have seen this document before. If we could go to the second page under the heading "Controllers", and reading from the second last line, 27 March 2024, "Ongoing issues with CR1. Reschedule full control room training again with CR1." Do you see that?

45

A. Yes I do.

Q. Then on 10 April 2024, "Responses from CR1 are too slow, retraining to be scheduled for CR1." And that's in the period you say that she no longer had

50

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the issues that you were previously concerned about, is that right?

A. That's correct.

5 Q. And the record of these minutes suggest that other people did hold concerns about her competencies?

10 A. I would say it differs situation to situation. As I've advised earlier, there could be many incidents unfolding. On the days when I was rostered alongside the female control room operator, I didn't have any concerns that I had previously regarding her communication or escalation at that given moment. So that's my opinion on that.

HER HONOUR

15 Q. So your opinion is that she had improved a lot?

A. That's correct your Honour.

Q. Since you first started working with her--

A. That's correct.

20 Q. --in December?

A. That's correct.

MURPHY

25 Q. Moving on from the training, I only have a few more questions. Following the incident on 13 April 2024, have you worked in the CCTV control room since then, or are you in the 2IC role now?

30 A. I would do both, given the fact that post the incident, we didn't had our team back. So I had to fill in both roles.

Q. Have you observed any changes to policies, or any changes to the procedures in the CCTV control room since that time?

A. Yes.

35 Q. What are they?

40 A. The trainings have become far more extensive and comprehensive. That allows the control room operator to understand every single topic detailedly(as said) and precisely. We, as we all know, we have got now the body team safety cameras, that colleagues wear out on the floor, so we can use that post-incident, or even during the incident. We've got maybe another seven, eight hundred views of camera throughout the centre, so that's one more change. We've got automated public address system now at Westfield Bondi Junction. There have been one more change to the activation of CME0 and public address system as well.

45 Q. And what does that involve, that last change that you referred to?

50 A. Prior to the incident, we would wait for the Chief Warden to authorise to activate the centre management emergency override. But as of today, we, as security control room operators, all the supervisors can verified via CCTV, and can activate it straight away.

Q. You referred to the training as being extensive and comprehensive. What's different about the training now?

5 A. I would say it gives you a more detailed aspect of what should we train. For example, the earlier document would just mention telephone procedures. But now it would say "telephone", and then it would go, "call forwarding, call transfer, the use of MCID, and furthermore.

Q. Is there more scenario or practical training than compared with--

10 A. That's correct.

Q. --when you went through that same training?

A. That's correct.

15 Q. Does it occur over a longer period of time?

A. (No verbal reply)

Q. I'm sorry to butt in, but you said it took about five or six weeks when you were undergoing that training. Is it over a longer period now?

20 A. I would say it depends on an individual's ability to catch on and the resources available. Till date it still takes five to six weeks.

Q. Does it involve situational awareness in the CCTV control room?

25 A. That's correct.

Q. What does that involve?

30 A. Just to make sure all your equipment is operational, and you can reach out to the, the equipment in a timely manner, and there are no obstructions, everything is functional. Making sure all your equipments are operational, and all the CCTVs are operational, cameras are operational.

Q. Noting that in early February 2024, after you had trained the female control room operator, you'd identified communication issues, escalation issues, and CCTV operational issues. Is that right?

35 A. Communication issues yes. CCTV, as I said, it was an ongoing process. It wasn't an issue. It was just on the job training.

Q. In your opinion, do you think that if this training that exists now had been available in January 2023, that some of those issues may have been resolved at an earlier point in time?

40 A. You could say so.

Q. So that's yes?

45 A. Yes.

Q. I have two further questions. You mentioned that there are now seven to 800 more cameras?

A. That's correct.

50 Q. Is that views or cameras?

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A. I'm not 100% sure, but I think they are cameras.

Q. Okay. You've spoken earlier in your evidence - you've given evidence earlier about the sheer volume of cameras when you started in the role?

5 A. That's correct.

Q. There's now nearly double the cameras?

A. That's correct.

10 Q. Does that make the role more difficult?

A. It does make the role difficult, however we've now moved onto using CCTV maps, which would have a map displayed on the secondary screen, which you need not remember where or what camera it is, you can just flick the camera through. So that would make it a lot more easier than remembering all these cameras.

15

Q. Could you explain how that works in a bit more detail?

A. Sure. So if you have logged into the system which we use is Milestone, you would log onto the screen of your preference, either a 2 x 2 or a 3 x 3, up to you, and then you can select the option of maps and put it on a floating display or a secondary display or a primary display - it's again of human choice, like an individual's preference - and just select what level you want to go through. For example, if you want to go level 3, zone A, you click level 3 and zone A, and then you can flick all the cameras which are there in level 3 zone A.

20

25

Q. And it proceeds through each camera until you arrive at what you want to see?

A. It automatically doesn't proceed, you have to pick a camera and flick it through.

30

Q. I see. So given the larger volume of cameras, would it assist, in your opinion would it assist to have a second control room operator with you?

A. It was, it will always help to have a secondary control room operator, however, the larger volume of cameras would help even a single control room operator to immediately locate the incident. It doesn't matter where it is happening.

35

Q. I'm sorry, could you just explain that last bit again?

A. For example, more cameras means more coverage. That means one single location would be covered by probably three to four different angles, so it would actually ease the job of a control room operator to locate the incident.

40

Q. I should have asked this question earlier when I was asking you about your role as a CCTV control room operator. At Westfield Bondi Junction is your role in the control room, are you live monitoring events, or are you responding to events?

45

A. We do both. So we have static cameras which stay static throughout 24/7, which would include critical infrastructures, the entry points, escalators, which is like vertical transport, and then we will have our concierge desks set up, and

50

LTS:DAT

a few areas of the mall which we know that are more likely to have incidents. These would be our static views, and also external as well.

5 Q. So there's monitoring of high-risk areas?
A. That's correct.

Q. But you're not otherwise actively monitoring at all times?
A. No, we are actively monitoring.

10 Q. In order to actively monitor, you need someone in the control room?
A. That's correct.

MURPHY: They are the questions.

15 HER HONOUR

Q. Can I just ask on that active monitoring, how many monitors are you looking at at the moment in Bondi?

20 A. At the moment we have eight monitors of those size on the wall, and then we've got our own six screens.

Q. I see. So do you have a method of being able to look at everything going on all the time? Like do you scan it row by row, or what's your method?

25 A. Because the clarity of camera is quite good enough, so the moment you put your head up, you can locate if something is happening.

Q. So, you're looking at all the screens at the same time and you can see something?

30 A. You're going screen by screen. Like you'll scan the first screen first, and then probably move to the second, or randomly you would be doing your work and all of a sudden you look up to the critical infrastructures, making sure everything is fine. And then you would randomly pick any other camera, zoom in and see everything is okay.

35 Q. Are you taught a system of doing that, so you're covering everything?

A. There's no actual system of doing that. It almost comes as a second nature to just look up every five to seven minutes and then just skim through and scan through to make sure things are going smooth.

40 Q. Okay, so you mean you could be looking down, you're not looking at it the whole time?

A. That's correct.

45 Q. Right, okay, thank you. There may be some other questions.
A. Sure.

FERNANDEZ: I have no questions.

50 CHRYSANTHOU: No questions, your Honour.

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CHIU: No questions, your Honour.

CALLAN: No questions, your Honour.

5 CLARKE: No questions, your Honour.

JORDAN: We have no questions.

10 HER HONOUR: No questions. Anyone in court 2 with any questions?

SPEAKER: No questions, thank you, your Honour.

SPEAKER: No thank you, your Honour.

15 SPEAKER: No thank you.

SPEAKER: No, your Honour.

20 HER HONOUR: Thank you. Anything - no, nothing arising.

CASSELDEN: I have no questions either.

HER HONOUR: Sorry Mr Casselden. I was saving you to the very last.

25 Q. Thanks very much, Ms Fatima. You're free to go.

A. Thank you. I would just like to spare a minute of your time, your Honour.

Q. Yes.

30 A. To just make a few recommendation and acknowledgement, if that's okay?

Q. Certainly.

40 A. Thank you. I would like to share a few recommendations for her Honour to consider as a part of the inquest based on what we as security personnel has experienced firsthand. It is important to recognise that security personnel do not have any special legal powers beyond those of ordinary civilians, yet they are often the first to respond to critical situations. This tragedy highlights the urgent need to equip frontline security staff with additional legal powers and appropriate safety tools with comprehensive training empowering them to respond effectively in life threatening emergencies to protect themselves and those around them.

45 I would also like to take a moment and acknowledge my security team in general for their selfless efforts, especially for Mr Jerry Helg, Mr Rahim Zaidi, and Qasim Shah, who despite Bondi being a hot zone, being declared as a hot zone, put their lives at risk to provide immediate first aid. Their courageous actions taken while an active armed offender remained at large reflect a deep commitment to protecting others in the face of danger.

50 I also solemnly honour the most significant sacrifice made by Mr Faraz Tahir, who tragically lost his life, and extend my heartfelt support to Mr Taha who

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sustained injuries during this tragic event. Their actions exemplify true heroism and unwavering dedication to the safety of others.

5 Lastly, from the bottom of my heart I would like to thank both Glad Group and Scentre Group for their unwavering support throughout the incredibly difficult time. It has been a challenging year for the entire team at Westfield Bondi. For the team that was present on the day of the incident, for the team that reacted after the incident, the aftermath of the incident was difficult as well. I think it's both the companies' commitment, leadership and care that have
10 helped rebuild our hope and bring us back together in our roles. I thank you for standing by us all the time. That's all, your Honour

Q. Thank you very much, Ms Fatima, for those kind words. You're excused.

15 A. Thank you.

NO EXAMINATION BY MR FERNANDEZ, MS CHRYSANTHOU, MR ROFF, DR FRECKELTON, MR CHIU, MS CALLAN, MR JORDAN, MR CASSELDEN, MS CLARKE, MR GNECH, MS MATHUR, MR PEN, MS ROBB, MR WILSON
20 AND MR LYNCH

<THE WITNESS WITHDREW

DWYER: Your Honour, I note the time. It's 3.40. Might I suggest that we
25 commence tomorrow. We will hope to get through the witnesses. It may not be possible, and if so I'll just talk to my learned friends about who it is that goes over until Monday. We're looking still in pretty good shape. So, I think that can be accommodated. I suspect that if a witness goes over, it is likely to be Sergeant Watt, because he's on a different topic. But that's my proposal for tomorrow, your Honour.

30 HER HONOUR: Thanks very much. We will adjourn until 10 tomorrow.

AUDIO VISUAL LINK CONCLUDED AT 3.39PM

35 ADJOURNED PART HEARD TO FRIDAY 9 MAY 2025