



Perth Wildlife Hospital

How access control enables sanctuary staff to protect what matters most



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In the heart of Western Australia, Perth Wildlife Hospital, proudly owned and operated by Native Animal Rescue Inc, offers something critically important: a place of healing and care for the country's most vulnerable native animals.

From snakes and lizards to kangaroos and emus, the hospital works tirelessly to rehabilitate injured Western Australia wildlife, in conjunction with stakeholders such as Perth Zoo, with the goal of returning them to the wild.

To support the rescue's vital work, Native Wildlife Rescue Inc CEO Craig Stevens wanted to make sure the team of staff, dedicated volunteers, and vets were just as cared for.

The team at the Perth facility, Perth Wildlife Hospital, often work alone late into the evenings. The hospital's previous security system, encompassing an intruder alarm, offered only basic protection. Keys could be easily copied or lost, alarm codes could be shared, and it was difficult to track who accessed sensitive areas. Importantly, with the team accessing or leaving the rescue at all hours, Craig wanted to make sure they were always safe on site.

He reached out to Gallagher Security, and with the support of long-time Channel Partner Securex, Perth Wildlife Hospital began a journey to transform the hospital's security infrastructure.

What followed was a partnership built on empathy, professionalism, and a shared commitment to protecting both people and wildlife.

A system designed for the Perth Wildlife Hospital

The transformation began with a clear understanding of what the rescue needed, from technology to safety and long-term sustainability.

Craig says one of the most critical requirements of the new security system was increasing the security of the pharmacy, where medicines are stored.

"Under strict licensing regulations, only authorised personnel, our licensed veterinarians, should be able to access the medicine room.

"Gallagher's system was configured to ensure that even the CEO cannot access the medicine room. This gave our Perth facility complete control and peace of mind, and helped us ensure we were compliant with government regulations," says Craig.

The new system also records all actions and alerts staff if a door is held open too long, adding another layer of accountability.

Equally important was the ability to generate robust reports.

"For compliance purposes, we are required to keep detailed records of who accesses secure areas and when. Our new security system provides full audit trails, backed by CCTV footage, giving the team complete visibility into movements within the vet wing and medicine room," says Craig.



Managing volunteers had also become time-consuming. Previously, residential locks meant that keys could be easily duplicated at local hardware stores, taking significant time to track who had access.

"Now, with mobile credentials and fobs, access can be granted and revoked instantly, eliminating the risks of lost keys or uncontrolled entry and helping to keep people and the animals in our care safe," says Craig.

The old alarm system relied on a single shared code, which posed security risks. Gallagher's system replaced this with individual credentials, ensuring that access is always traceable and manageable, even after someone finishes working at the rescue.

Ease of use was also a top priority. The rescue needed a solution that was powerful and secure, but also intuitive and foolproof. Craig and his team found Gallagher's solution to be exactly that - simple to learn, easy to manage, and flexible enough to meet their evolving needs.

With three separate buildings on site, the team wanted to control alarms independently across zones. Gallagher's access control supports this flexibility, allowing staff to manage each area as needed.

And finally, scalability was essential. The hospital needed a security solution that could grow with them, support internet-based access, and be replicated at future sites like their facility in Broome if required. Gallagher's solution meets all these requirements while remaining user-friendly and adaptable.

"Gallagher's system has achieved everything we needed to boost the security at our rescue, as well as some security solutions we didn't know we needed. It's perfect for us and will support our long-term future," says Craig.

Community collaboration

The rescue now has nine key access-controlled doors including external entries, vet clinic entrances, a high-security medicine storage room, and a training facility. CCTV with thermal imaging monitors animal enclosures.

As a Perth local, Gallagher Security's Paul Gordon, Sales Manager - Western Australia, enjoyed working on the project.

"Our team is deeply committed to supporting our communities. We were proud to give our time and donate Gallagher products to help care for some of Australia's precious native animals, and to support the incredible team caring for them behind the scenes.

"We always enjoy working with our friends at Securex, and this was a great opportunity to come together and plan a fantastic new security system for the hospital," says Paul.

Securex donated time and expertise to the project, and team members Karl Woodward, Gary Scholz, and Didier Sandian (and his team Harry, Alan, and Diran) were delighted to help.

"We're chuffed to hear how Craig and the Perth Wildlife Hospital team are enjoying the new security system. Securex is proud to give back to our communities, particularly the rescue, who undertake such valuable work for our native wildlife," says Karl.

Perth-based Commercial Locksmiths also supplied and installed electronic locks, contributing both hardware and time to the project.

"It's so good to have the system installed and running," says Craig.

"It was such an easy and simple process from our side. The team was exceptionally professional and very kind when dealing with our site, especially considering we have animals here that require a quiet space to recover. They were always considerate of our animals and volunteers during installation."

Craig also praised the installation itself, and for the time Securex took to train the team on how to use the system and manage users.

"Staff now feel safer working alone at night. Volunteers can come and go without worry. And importantly, management can rest easy knowing compliance is being met and the animals are secure.

"Perth Wildlife Hospital is a sanctuary. And thanks to the kind support from Gallagher, Securex, and Commercial Locksmiths, it's a sanctuary protected by technology, compassion, and a vision for the future," says Craig.

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Craig Stevens, Native Wildlife Rescue Inc CEO



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