

1 December 2025

Alison Cameron
Acting Deputy Ombudsman
Ombudsman Western Australia
By email: pepsubmissions@ombudsman.wa.gov.au

Dear Ms Cameron,

Re: Written Submission Invitation on the Protected Entertainment Precincts Scheme

Thank you for your correspondence inviting the Fremantle Chamber of Commerce to provide input into the review of the Protected Entertainment Precincts (PEP) Scheme. We appreciate the opportunity to contribute on behalf of our Port City business community.

As the peak body representing a broad cross-section of local enterprises, we welcome initiatives that aim to strengthen public safety, support a thriving day and night-time economy and build community confidence in key precincts. Fremantle's hospitality, retail and creative sectors rely heavily on an environment that is both vibrant and safe for patrons, staff and visitors.

- **Public safety and confidence in PEP areas**

Businesses across Fremantle consistently emphasise the importance of safety for their staff and customers. While recognising the Scheme's intention to reduce serious harm, feedback suggests there remains limited clarity within the community about how the PEP Scheme operates. Although there is anecdotal support for the measures that deter violent or unlawful behaviour, many operators are unsure whether the Scheme has had a direct, measurable impact on day-to-day safety outcomes. As far as we are aware Fremantle has not had any serious incidents, so one can only assume that PEP exclusion orders are having a positive effect in preventing and/or deterring the potential offenders.

Increased visibility, communication and reporting around the Scheme's effectiveness would help strengthen confidence among local businesses.

- **Administration of the Scheme**

Our members value fairness, transparency and consistency in regulatory processes. From the feedback provided to The Chamber, there has been a mixed understanding on how exclusions are applied, how long they operate and how businesses are meant to identify or respond to individuals who may be subject to a PEP order.

Any steps that simplify guidance or improve communication with businesses would support better alignment between intent and practice.

- **Effectiveness of the PEP scheme on any particular group**

The intent of the PEP Scheme is to protect both patrons and business operators within the PEP zone from violent offenders, ensuring a safe environment for all. The scheme operates without prejudice or discrimination of any kind. To date, all reports indicate that the scheme has not unfairly targeted any group or individual.

The Chamber appreciates the objective of improving safety and supporting the wellbeing of entertainment precincts across Western Australia. Any legislative or regulatory tool that strengthens both patron confidence and business viability is valued.

Continued collaboration between government, regulators and local business organisations will be essential to ensuring that the Scheme remains effective, fair and well understood.

Please note that we are comfortable for our submission to be publicly summarised within your report.

Should you require any further information, or wish to engage directly with Fremantle businesses as part of your review, we would be pleased to assist.

Thank you again for the opportunity to provide feedback.

Many thanks,



Ms Chrissie Maus GAICD FAIM WA

Chief Executive Officer

On behalf of the [Fremantle Chamber of Commerce](#)