

	<b>MANAGEMENT POLICY</b>	
	<b>Conditions of Entry – Interpretive Centres and Galleries</b>	
	Policy Number	MP082
	Directorate	Development and Community
	Owner	Executive Manager Community and Culture
	Last Approved	24/11/2022
	Review Due	24/11/2024

## 1. PURPOSE

This policy defines Conditions of Entry to be abided by all persons using or visiting Fraser Coast Regional Council Interpretive Centres and Galleries, to enable these Venues to operate efficiently and effectively for the benefit of the community. By entering these Venues, Patrons must abide by these Conditions of Entry. Failure to do so may result in refusal of entry, eviction, suspension or banning from Venues in accordance with Fraser Coast Regional Council’s Customer Behaviour Policy.

## 2. SCOPE

The scope of this policy applies to all Patrons, Staff and contractors visiting or working within the Interpretive Centres and Galleries of the Fraser Coast Regional Council. This includes Hervey Bay Regional Gallery, Gatakers Artspace, Gatakers Creative Space, Bond Store, Customs House, Story Bank and their immediate vicinities.

## 3. HEAD OF POWER

Local Government Act 2009 – Section 9

## 4. DEFINITIONS

To assist in the interpretation of this Policy the following definitions apply:

**“Abuse”** means the violation of an individual’s human or civil rights, through the act or actions or intentions of another person or persons. This may include any form of physical, psychological or emotional abuse, racial vilification or sexual abuse.

**“Behaviour”** means the way a person acts or conducts themselves towards others.

**“Child/Children”** means persons under 12 years of age.

**“Direction/s”** refers to all reasonable requests, instructions or direction given by FCRC Staff or authorised contractors. This includes announcements, signage and notices.

**“Filming”** refers to all images captured on digital or film cameras, digital tablets, mobile phones or other smart devices.

**“Mobile Devices”** include any mobile telephones and watches, paging devices and other personal devices.

**“Patron”** refers to all persons visiting or using a Venue whether as a paying customer or guest.

**“Performance Location”** means a theatre, stage, auditorium or any area at the Venue or any other location where FCRC Cultural Services hold a performance event.

**“Photography”** refers to all still images captured on digital or film cameras, digital tablets, mobile phones or other smart devices.

**“Presenter”** means the person or entity presenting or promoting the performance or event, including as hirer, engaged artist or co-presenter.

**“Prohibited Items”** include weapons including firearms, knives of any description capable of injuring a person or damaging property or equipment, flammable goods including open flame devices, laser pointers, alcohol and drugs.

**“Public Nuisance”** means a person or persons who behave in a disorderly, offensive, threatening or violent way and whose behaviour interferes or is likely to interfere with normal operations (including Staff duties), exhibition programs or Patrons’ enjoyment of Venues.

**“Recording Devices”** include recording or live streaming devices of any kind including still and digital image capture devices, sound recorders, video cameras or recorders, mobile phones, watches and other personal devices.

**“Responsible Person”** means a person aged 16 years and over who is the parent, guardian or carer of a child, or who has been designated by the parent or guardian as being responsible for a child (verification may be requested by Staff).

**“Smoking”** means a tobacco product, any type of cigarette or smoking pipe or apparatus including e-cigarettes.

**“Staff”** refers to both paid and non-paid (volunteer) employees of Council.

**“Unruly Behaviour”** refers to drunken, disorderly, violent or any behaviour that is deemed unacceptable by Council.

**“Unsupervised Child”** means a child under 8 years of age who is not within the line of sight of the parent/carer; or a child under the age of 12 who cannot identify their parent/carer to Venue employees.

**“Venue/s”** means public interpretive centres or galleries operated by Fraser Coast Regional Council including the Hervey Bay Regional Gallery, Gatakers Artspace, Gatakers Creative Space, Bond Store, Customs House and Story Bank.

## 5. POLICY STATEMENT

Council’s Interpretive Centres and Galleries are committed to providing a safe, welcoming and respectful environment for all to enjoy, and strive to provide targeted resources and programs to meet the needs of the Fraser Coast community.

### 5.1. Expected Behaviours

All Patrons (including children) must:

- a. be responsible for their own behaviour and that of any children/persons in their care;
- b. act in a courteous and respectful manner;
- c. abide by all reasonable directions given by Staff;

- d. adhere to all Venue or Fraser Coast Regional Council policies and procedures and public health directives which may be in place;
- e. respect Venue resources and other Venue users' property;
- f. be responsible for all personal belongings and property;
- g. respect the designation of particular areas in the Venue for particular purposes;
- h. inform venue Staff directly of any concerns relating to the behaviour of other Patrons;
- i. meet acceptable levels of dress and personal cleanliness, appropriate footwear and clothing must be worn at all times whilst on venue premises; and
- j. leave the Venue promptly at closing time and also during emergency drills and real emergencies.

## **5.2. Unacceptable Behaviours**

Venue Patrons must not:

- a. interfere with personal or Council property including misuse, theft, damage or vandalism;
- b. cause, disruption to the Venue's business or operations;
- c. interfere with or disrupt other Venue Patrons or Staff, artists, performers or crew;
- d. inappropriately use Venue systems and processes;
- e. enter non-public areas of the Venue without Staff permission;
- f. run in the Venue;
- g. act in a violent, aggressive, discriminative or harassing manner;
- h. verbally or otherwise Abuse other Venue users or Staff;
- i. display unsociable or unruly Behaviour including offensive, obscene or threatening language or gestures;
- j. make excessive noise including inconsiderate use of mobile phones and listening devices;
- k. take photographs or other imagery/video or audio recordings of a person without that person's consent (refer section 5.9);
- l. use the internet/Wi-Fi services in an unacceptable manner;
- m. be under the influence of, consume, administer or distribute illicit drugs while on venue premises;
- n. consume alcohol (with the exception of licenced Venues or at licenced events) or give the appearance of intoxication;
- o. smoke in the Venue or within five metres of the entry point into the building (refer section 5.11);
- p. solicit business or undertake fund raising, canvassing or hawking including selling raffle tickets on Venue premises unless approved by an authorised Staff member;
- q. distribute a petition, information on personal viewpoints or conduct a survey unless approved by an authorised Staff member; and
- r. bring an animal, bird or reptile into the venue (with the exception of certified Guide, Hearing or Assistance dogs – refer section 5.7).

## **5.3. Refusal of Entry or Eviction**

Council reserves all rights of admission to venues and immediate vicinities. For the comfort, safety and enjoyment of patrons, Council reserves the right to refuse entry to, or evict any person:

- i. who displays any of the unacceptable behaviours outlined in section 5.2;
- ii. who creates a risk to the safety of other Patrons or Staff;
- iii. deemed to be intoxicated or affected by a prohibited substance;
- iv. that is unauthorised;
- v. wearing inappropriate clothing;
- vi. who exhibits abusive, disruptive or offensive behaviour and/or language;
- vii. who attempts to wilfully damage property or objects and artworks on display;

- viii. who attempts to bring any restricted or prohibited item into a venue; and who behaves in a manner that potentially could cause injury to themselves or others or whose Behaviour and/or actions constitute a Public Nuisance;
- ix. who does not comply with Liquor Licensing regulations (for licenced Venues and Events); and
- x. who does not comply with current Public Health Directions that apply to the Venue.

#### **5.4. Children**

Children are encouraged to use and enjoy Venue facilities and programs and should feel safe while visiting.

- a. Supervision of children in the Venue is the responsibility of their parents, guardian, carer or other designated Responsible Person.
- b. Staff do not have the required qualifications, nor the legal responsibility, to care for children.
- c. A Responsible Person aged 16 years or older is required to supervise a child's welfare as well as monitoring their Behaviour and use of Venue resources.
- d. All children under 8 years of age must remain within sight of their parent/carer/guardian or other designated Responsible Person at all times, including during booked activities.
- e. If a child under 12 years of age is attending a booked Venue activity, a parent/carer/guardian or other designated Responsible Person must complete a registration form with contact details and remain present, or contactable and remain within the Venue or close by precinct, for the duration of the activity.
- f. If a child under 12 years of age is found to be unattended, Staff will take action to resolve this situation. Staff will attempt to ascertain the age of the child and will contact the parents/guardians/carers of the child or the Queensland Police Service as determined appropriate.

#### **5.5. Artwork and Displays**

Patrons are to refrain from touching or, in any other way, interfering with equipment and items on display. This does not apply to exhibitions or displays labelled as interactive, or for equipment used during workshops.

#### **5.6. Personal Property**

- a. Venues will not be responsible for any loss of personal property of Patrons or damage incurred while using facilities.
- b. Prohibited items are not allowed in any Venue. Patrons identified with Prohibited Items will be asked to leave the Venue and the Police will be contacted.
- c. Prams and strollers are permitted within any Venue. Patrons must take care when using prams and strollers to avoid any damage to other persons as well as objects, equipment and displays. In some Venues there are designated pram and stroller parking areas; Patrons choosing to leave prams and strollers in these areas do so at their own risk.
- d. Venues may require Patrons to cloak their bags due to their size and potential damage to displays or objects. Bags can be left at the Cloakroom/reception where available although Patrons do so at their own risk. Council reserves the right to inspect Bags and Items on entry/exit into the Venues.

#### **5.7. Lost Property**

- a. All lost property handed in and/or found will be written in the Lost and Found Register and items stored in a secure location.

- b. When lost property is claimed a notation will be written in the Lost and Found Register.
- c. Lost property will be held for three months, at the end of that time items will be disposed of, recycled or given to charity. The Lost and Found Register will be amended to record the disposal of the property.

#### **5.8. Animals**

- a. A person who relies on a Certified Guide, Hearing or assistance dog (as defined under the [Guide, Hearing and Assistance Dogs Act 2009 \(Qld\)](#)) will have the same access rights as other members of the public and they will not be segregated from other Patrons or separated from their dog.
- b. No Uncertified dog or other animal may be brought into the Venue.
- c. Council reserves the rights to refuse entry if an Identity Card cannot be produced to confirm Certification of the dog.

#### **5.9. Photography, Filming and Recording**

- a. Non-flash Photography and Filming for private purposes is permitted, except in areas where Photography/Filming is restricted, and signage and notices are displayed or announced.
- b. Photography and Filming for any commercial purpose must not occur unless prior written permission is sought and obtained from Council.
- c. Any close-up Photography or Filming of Children is not permitted in the Venue unless permission has been gained from a Parent or Guardian prior to the activity. For promotional and publicity purposes, Council will obtain written permission from a Parent or Guardian prior to any close-up Photography and/or Filming taking place.
- d. Photography or Filming any part of Council's internal security apparatus, including CCTV cameras, movement detectors and/or security Staff is not permitted.
- e. You must not use any Recording Devices in any Performance Location, except in accordance with any Directions (which may be made at the request of the Presenter).

#### **5.10. Mobile Devices**

- a. You must turn off or silence all Mobile Devices in any Performance Location.

#### **5.11. Smoking**

- a. As per legislative requirements, Smoking is prohibited on all Sites including or within five metres of the entry point into the building; except for in designated, and clearly signed, outdoor smoking areas.
- b. For functions, a designated outdoor smoking area will be established by posting a diagram or other notice clearly showing the limits of the area.

#### **5.12. Food and Drink**

- a. You must not bring food or beverages into the Venue, except;
  - food and beverages sold by the Venue and to be consumed within designated areas of the Venue; and
  - when previously approved by authorised Staff.
- b. You must not bring any alcoholic beverages into the Venue.
- c. You must not take any alcoholic beverages purchased at the Venue, outside of the Venue.

### **6. ASSOCIATED DOCUMENTS**

[Fraser Coast Regional Council Customer Behaviour Policy \(eDOCS #3628794\)](#)  
[Local Government Act 2009](#)  
[Copyright Act 1968](#)

[Criminal Code Act 1899](#)  
[Guide, Hearing and Assistance Dogs Act 2009 \(Qld\)](#)  
[Tobacco and Other Smoking Products Act 1998](#)

## 7. REVIEW

This Policy will be reviewed when related legislation/documents are amended or replaced, other circumstances as determined from time to time by Council or at intervals of no more than two years.

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### Version Control

Version Number	Key Changes	Approval Authority	Approval Date	Document Number
1	New Policy	ELT	24/11/2022	4681546v1
2				