

CONDITIONS OF ENTRY STANDARDS OF BEHAVIOUR

City of Palmerston Council Facilities - Standards of Behaviour

City of Palmerston Council staff strive for interactions with the community to be positive and welcoming, fostering an inclusive environment where community members feel valued and safe. To ensure safe and welcoming facilities for all, visitors are required to maintain expected behaviours and abide by Conditions of Entry.

Conditions of Entry to the following City of Palmerston facilities:

- Civic Centre
- Library
- Recreation Centre

Pursuant to the *Local Government Act 2019*, City of Palmerston may do all things necessary or convenient to be done for, or in relation to, the performance of the council's functions. In conjunction with the *Palmerston (Public Places) By-Laws 2001*, City of Palmerston has established policies, guidelines and procedures regarding the operation and use of the above facilities.

Anybody entering these premises agree to follow these conditions of entry.

Conditions of Entry:

City of Palmerston welcomes all people and asks that visitors to the facilities follow standards of behaviour that ensure that:

- The security and safety of people and property is respected
- Due regard is shown for the needs, interests and rights of others

Those entering the facilities:

Must:

- Act in a courteous and respectful manner
- Make any bags, folders, property or equipment available for inspection by staff
- Maintain community dress and hygiene standards
- Conduct yourself in a manner which does not disrupt, interfere, offend, or obstruct other persons or operations
- Take responsibility for all personal property
- Abide by all reasonable directions given by staff
- Only enter during opening hours and stay in allocated areas unless otherwise authorised
- Supervise children under the age of 10
- Only use sports equipment in designated areas
- Respect the facilities and use all equipment, resources and technology in the way they were intended.

Must not:

- Cause distress or fear towards staff and customers. This includes antisocial behaviour, harassment of others, using offensive language or displaying offensive signs, posters or symbols
- Assault, threaten or intimidate staff or visitors



- Use, or be under the influence of, alcohol or illegal drugs or substances
- Smoke tobacco or use vaping devices
- Solicit for businesses, charity, or personal use
- Use audio and visual recordings without written approval
- Take photos or other imagery without people's consent
- Display offensive or objectionable material such as pornography, expressions of hatred and representations of violence
- Sleep or lie on a chair, table or the floor
- Make excessive noise
- Bring a non-service dog or animal into the facilities without permission
- Ride a bicycle, skateboard or other vehicle not used for mobility

City of Palmerston Council reserves the right to:

- Remove a person from its facilities who is in breach of these conditions
- Resort to public prosecution if the need arises

Response to Breaching the Conditions of Entry

The initial response to breaching the conditions will be to alert the offending person to the fact their behaviour/action is contrary to the conditions. A warning or direction (or both) may be given.

Failure to comply with any reasonable direction by staff to rectify a breach or repeated breaches of the conditions may result in the offender being banned from entry and use of City of Palmerston Council facilities and resources. Facility security and/or the police will be contacted when necessary.

Except in the event of dangerous or unlawful behaviour at which time police will be called and an immediate eviction from the facility will be imposed, a written notice of intention to ban will be issued to persons in breach of the conditions together with the opportunity to respond. To ensure that the nature of the breach is fully understood, specific details of the breach will be provided with the notice of intention to ban. The delegated council officer will properly consider any response received to the proposed ban before making any decision.

A person who enters any Council premise while they are under a ban is trespassing and may be removed by City of Palmerston Council staff security or police.

