



# Responsible Client Conduct Policy — Anzac Square Memorial Galleries

## 1 Document control

## 2 Authority

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State Librarian and Chief Executive Officer

## 3 Responsibilities

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State Library of Queensland has a responsibility to put measures in place to ensure a safe and welcoming environment for clients and staff at Anzac Square Memorial Galleries.

Staff at Anzac Square Memorial Galleries also have a responsibility to comply with and implement relevant policies.

Anzac Square Memorial Galleries clients are responsible for ensuring that their behaviour, when visiting the galleries, does not negatively impact on other clients or staff.

## 4 Policy statement

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This Responsible Client Conduct Policy (the policy) and the procedures used by staff to implement the policy, are key tools to guide the behaviour of both staff and clients when navigating the diverse and numerous interactions taking place at Anzac Square Memorial Galleries.

## 5 Purpose

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The purpose of the Anzac Square memorial Galleries are to:

- recognise Queensland's diverse population and their stories
- acknowledge service
- acknowledge the contribution of service personnel and civilians
- focus on historical and contemporary experiences
- enable an atmosphere of empathy and peace in exhibition spaces.
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The purpose of the policy is to define the reasonable standards of behaviour for clients who visit Anzac Square Memorial Galleries. It also establishes how State Library staff respond when these standards are not observed.

The policy directly contributes to Anzac Square Memorial Galleries being a safe, welcoming and respectful place.

## 6 Scope

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The policy applies to:

- Anzac Square Memorial Galleries and anybody visiting or occupying those premises
- Communication with State Library staff conducted, by mail, telephone, email, other internet service, or any other means.

## 7 Definitions

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Term	Definition
Client	Any person, not including State Library staff, who visits Anzac Square Memorial Galleries, or any person who may transit through Anzac Square Memorial Galleries.
Client Conduct Incident Report	A report that is prepared by State Library staff following an incident relevant to unacceptable behaviour as defined in the Policy.
Inconsiderate or offensive behaviour	<p>Describes unacceptable behaviour that does not represent an apparent infringement of security and safety. Note that some of these behaviours may also fall into the 'infringement of security and safety' category depending upon the circumstances.</p> <p>Includes but is not limited to:</p> <ul style="list-style-type: none"><li>behaviour that is incompatible with the intended use of a space or service e.g., being noisy in designated quiet areas (including receiving and conducting mobile telephone calls) personal hygiene or dress contrary to minimum community norms canvassing or hawking interference with personal property abuse of Anzac Square Memorial Galleries property or facilities, or behaviour that puts Anzac Square Memorial Galleries property or facilities at risk, including:<ul style="list-style-type: none"><li>o misuse of or substantial rearrangement of furniture o using Anzac Square Memorial Galleries spaces and furniture specifically to facilitate sleeping</li></ul></li><li>Eating, drinking, smoking or vaping inside the Galleries.</li></ul>
Harm	<p>Any detrimental effect of a significant nature on a person's physical, psychological or emotional wellbeing.</p> <p>May include psychosocial hazard defined as a hazard that arises from, or relates to the work environment or workplace interactions and behaviours and may cause psychological harm.</p>

Term	Definition
Harassment	Behaviour that is unwelcome or unsolicited, offensive, humiliating or intimidating, and (may) relate to someone's sex, race, age or other protected attribute (under the Anti-Discrimination Act 1991). It may be directed towards an individual or group, and may be a single act, or an ongoing pattern of behaviour.
Infringement of security and safety	Includes but is not limited to: physical assault events, actions or behaviours that harm, or threaten or create risk of harm (including intimidation and harassment) theft or malicious damage of property, including personal property and the property of Anzac Square Memorial Galleries, staff and contractors trespass, including unauthorised entry to non-public areas and unauthorised access to Anzac Square Memorial Galleries information systems.
State Library staff	All permanent, temporary and casual State Library staff (including volunteers and contractors (including venue supervisors).
Anzac Square staff	All permanent, temporary and casual Anzac Square staff (including volunteers and contractors.

## 8 Standards of behaviour

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Anzac Square Memorial Galleries welcomes everybody subject only to observance of two commonplace standards of behaviour:

- that the security and safety of people or property is not infringed
- that due regard is shown for the rights, needs, and interests of others. Failure to observe these standards is considered unacceptable.

## 9 Unacceptable behaviour

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- Inconsiderate or offensive behaviour is considered unacceptable. This includes but is not limited to the examples provided at 7. Definitions.
- Infringement of security and safety is also considered unacceptable. This includes but is not limited to the examples provided at 7. Definitions.
- Anzac Square Memorial Galleries staff have the authority to determine whether or not behaviour is unacceptable for the purposes of this policy and to determine the most appropriate response to the behaviour. State Library staff determining whether or not behaviour is unacceptable, will act reasonably and give proper consideration to human rights under the Human Rights Act 2019.

## 10 Response to infringements of security and safety

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## 10.1 Role of Anzac Square Memorial Galleries staff

- Determine whether or not behaviour is unacceptable.
- Determine whether the unacceptable behaviour is an infringement of security and safety or inconsiderate or offensive behaviour.
- If it is determined that the unacceptable behaviour is an infringement of security and safety, immediately refer the matter to the Queensland Police Service and a State Library people leader.

## 10.2 Involving the Queensland Police Service

State Library staff have primary responsibility for determining when the involvement of the Queensland Police Service is warranted and for actively requesting the assistance of, and liaising with, the Queensland Police Service.

## 11 Response to inconsiderate or offensive behaviour

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The initial response to inconsiderate or offensive behaviour is to encourage the client responsible to behave in a more considerate manner.

### 11.1 Initial response

The initial response of State Library staff to inconsiderate or offensive behaviour within the Galleries is to:

- point out the possible adverse impacts of the client's behaviour on others
- support the client in using Anzac Square Memorial Galleries appropriately.

The initial response of staff to inconsiderate or offensive behaviour in the Anzac Square parklands is to:

- contact Brisbane City Council Safe Communities team and/or Brisbane City Council Taskforce Against Graffiti.

If staff assess a high level of risk in seeking compliance from a client in relation to their behaviour, they may defer the initial response to the Queensland Police Service.

### 11.2 Termination of communication with State Library staff conducted from outside Anzac Square premises

All staff have the authority to terminate unacceptable communication with any person from outside Anzac Square premises under the policy. This includes communication received via mail, telephone, email, other Internet service, or any other means.

A client who behaves unacceptably in communicating with State Library staff from outside Anzac Square premises (by being abusive, for example) will be informed that communication

will be terminated unless the behaviour ceases. Communication will be immediately terminated unless the person complies.

### 11.3 Client Conduct Incident Report

A Client Conduct Incident Report is completed by State Library staff following incidents. Reports are reviewed initially by a State Library people leader, to determine what happened, why, what can be done to improve controls to eliminate or minimise reoccurrence, and to ensure staff well-being. The investigation and response will be proportional to the level of risk, the seriousness of the actual or potential harm and the staff affected.

### 11.4 Authority

All staff have the authority to terminate unacceptable communication with any person from outside Anzac Square premises under the policy.

## 12 Protection of Anzac Square property

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Restitution may be sought for serious damage to, or theft of property in Anzac Square Memorial Galleries resulting from apparently intentional or reckless actions. Relevant State Library people leaders have the power to request Brisbane City Council review CCTV security camera footage following damage to, or theft of, Anzac Square property.

## 13 Information privacy

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Under the State Government's Information Privacy Act 2009 and State Library's Intellectual Freedom Policy, State Library is committed to protecting the privacy of clients.

Formal records are made of infringements to security or a client's refusal to cooperate with staff enforcing this policy. These records serve the enforcement of the policy, and inform improvement of this policy, related procedures and staff training.

A record made in the enforcement of the policy is treated as confidential and subject to strict controls:

- Records are registered in State Library's central files
- Records are made available within State Library only for purposes related to the enforcement of this policy and only with the sanction of the State Librarian and Chief Executive Officer or a State Library Executive Director
- Records are made available outside the State Library (including to law enforcement officials) only with the specific permission of the State Librarian and Chief Executive Officer and only if this is required under law, is reasonably necessary for the enforcement of the criminal law, or there are reasonable grounds for believing that any person's life or health would be put at risk by not disclosing the information
- Members of the public have access to records created in the enforcement of this Policy in accordance with the Right to Information Act 2009 and the Information Privacy Act 2009.

State Library staff will discuss and disclose information about any individual's conduct contained in records made in the enforcement of the policy, only for the purpose of implementing the Policy.

## 14 Essential considerations

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Review of this policy has included consideration of the 23 fundamental human rights protected under the Human Rights Act 2019. When applying this policy, State Library will act and make decisions in a way that is compatible with human rights and give proper consideration to all human rights, as required by the Human Rights Act 2019.

## 15 Risk management and mitigation

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Risk	Description of risk	Mitigation management
Risk 1	Failure to manage conduct of visitors resulting in Anzac Square not seen as a safe and welcoming place.	Staff receive regular training on the Responsible Client Conduct Policy and responding to Client Behaviour Incidents.  The Queensland Police Service (QPS) is responsible for maintaining security on Anzac Square premises and work closely with State Library, Anzac Square and Brisbane City Council staff to ensure a safe and welcoming place for visitors.
Risk 2	Failure to manage conduct of visitors resulting in staff feeling unsafe or unsupported. This will impact Anzac Square's ability to attract and retain staff.	Staff receive regular training on the Responsible Client Conduct Policy and responding to Client Conduct Incidents.

		<p>Client Conduct Incident Reports are managed in line with procedures. Staff participate in post-incident debriefs to support wellbeing and to inform the ongoing delivery of the policy.</p> <p>State Library's Health and Wellbeing Strategy and the Annual Health and Wellbeing Action Plan provides a framework to support staff.</p> <p>Staff have access to the Employee Assistance Provider.</p>
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## 16 References

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The Policy is implemented by State Library through the Responsible Client Conduct Procedures.

The Policy is supported by:

Queensland Government

• Code of Conduct for the Queensland Public Service • Workplace Health and Safety Act 2011 • Workplace Health and Safety Regulation 2011 • Work Health and Safety (Psychosocial Risks) Amendment Regulation 2022 • Managing the risk of psychosocial hazards at work. Code of Practice 2022

• Human Rights Act 2019

• Right to Information Act 2009 • Information Privacy. Act 2009

• Libraries Act 1988 • Police Powers and Responsibilities Act 2000

State Library of Queensland

• Intellectual Freedom Policy • Public Access Information and Communication Technology (ICT) Services Policy

• Risk Management Strategy for Child Related Duties

Other

• Anzac Square Memorial Galleries Emergency Management Plan

## 17 Approval

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## 18 Creative Commons licence

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