STATE LIBRARY
QUEENSLAND

Responsible Client Conduct Policy
Anzac Square Memorial Galleries

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Maintained by	Visitor Experience
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Next review date	September 2029

1. Authority

This policy is applied by the authority of the State Librarian and CEO (SLCEO).

2. Responsibilities

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. State Library staff are based 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.

3. Policy statement

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.

4. Purpose

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.

5. Scope

The policy applies to:

- Anzac Square Memorial Galleries and all persons visiting, entering or occupying those premises
- Communication with State Library staff from outside of Anzac Square Memorial Galleries, by mail, telephone, email, other internet service or any other means.

6. Definitions

Word	Definition
Anzac Square Parklands	The memorial dedicated to the service and sacrifice of Queensland and Australian men and women in war, conflict and peacekeeping operations, containing the 'Shrine of Remembrance', and various symbolic memorials and features, situated between Adelaide and Ann Streets, Brisbane.
Anzac Square Memorial Galleries	State Library of Queensland manages Anzac Square Memorial Galleries on behalf of the Queensland Veterans' Council. The galleries are located within Anzac Square Parklands.
Client	Any person, other than State Library staff, who visits, enters or occupies Anzac Square Memorial Galleries.
Client Conduct Incident Report (CCIR)	A report that is prepared by State Library staff following an incident relevant to unacceptable behaviour as defined in the Policy.
Harm	Any detrimental effect of a significant nature on a person's physical, psychological or emotional wellbeing. 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.
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.
Inconsiderate or offensive behaviour	Behaviour that does not represent an apparent infringement of security and safety but is inconsistent with the reasonable use and enjoyment of Anzac Square Memorial Galleries by others. Some behaviours depending on the circumstances, may also constitute an 'infringement of security and safety'. Includes but is not limited to: • displaying material that is offensive or objectionable to other members of the public, such as pornography, expressions of racial hatred, and representations of violence. • behaviour that is incompatible with the intended use of a space or service • personal hygiene does not meet community standards. • minimum standard of dress does not meet community standards; wearing of an appropriate upper and lower garment and footwear is required. • canvassing or hawking. • interference with personal property.

Word	Definition

	• abuse of Anzac Square Memorial Galleries property or facilities, or behaviour that puts Anzac Square Memorial Galleries property or facilities at risk, including:
	  ○ using Anzac Square Memorial Galleries spaces and furniture specifically to facilitate sleeping
	  ○ failure to follow staff directions to ensure the safe and intended use of Anzac Square Memorial Galleries spaces and resources.
	  ○ Consumption of food or drink.
	  ○ Consumption of alcohol.
	  ○ Any illegal activity or undertaking.
	• abuse of Anzac Square Memorial Galleries systems and processes.

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.
Security	The security officer assigned to Anzac Square as contracted by City Parklands Services on behalf of the Queensland Veterans' Council to ensure the security of the area, clients and staff.
State Library staff	All permanent, temporary and casual staff (including volunteers) and contractors employed by State Library that are work at Anzac Square Memorial Galleries as a part of their role.

7. Standards of behaviour

Anzac Square Memorial Galleries welcomes everyone subject to observance of the following standards of behaviour:

- the security and safety of people or property must not be infringed
- due regard is shown for the rights, needs, and interests of others.

Failure to observe these standards is considered unacceptable behaviour.

8. Unacceptable behaviour

- **Inconsiderate or offensive behaviour** is unacceptable. This includes but is not limited to the examples provided at **6. Definitions.**

- **Infringement of security and safety** is also unacceptable. This includes but is not limited to the examples provided at **6. Definitions.**

- State Library staff have the authority to determine whether behaviour is unacceptable for the purposes of this Policy and to determine the most appropriate response to the behaviour. State Library staff determining whether behaviour is unacceptable, will act reasonably and give proper consideration to human rights under the Human Rights Act 2019.

9. Response to infringements of security and safety

9.1 Role of State Library staff

- Determine whether 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 behaviour is an infringement of security and safety, immediately refer the matter to the onsite contracted security guard and a people leader.
- Onsite security is contracted for Anzac Square Parklands and Galleries by the trustee Queensland Veterans' Council to support positive outcomes around client behaviour in the space.

9.2 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.

State Library staff may independently request the assistance of the Queensland Police Service if in their assessment the situation warrants police attendance or in circumstances where delay in security response may involve increased risk of harm to any person or prevent enforcement of the law.

10. Response to inconsiderate or offensive behaviour

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

10.1 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 State Library staff to inconsiderate or offensive behaviour in the Anzac Square parklands is to:

- contact onsite security for assistance to de-escalate the situation or request that the person move on.

If State Library 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. Alternatively, State Library staff may press the duress button which alerts the security monitoring centre (Chubb Security), who, if necessary, will escalate to Queensland Police Service.

10.2 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 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.

10.3 Client Conduct Incident Report

A Client Conduct Incident Report (CCIR) is completed by State Library staff following incidents. Reports are reviewed initially by a 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. Protection of Anzac Square property

Restitution may be sought for serious damage to, or theft of property in Anzac Square Memorial Galleries resulting from apparently intentional or reckless actions. State Library people leaders are able to request City Parklands Services review CCTV security camera footage following damage to, or theft of, Anzac Square property.

12. Information privacy

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:

- Incident reports are kept within the secure State Library Client Conduct Incidents Reports register. 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 CEO or an 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 CEO 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 may seek access to records in the administration and 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.

13. Human rights

[Review of this Policy has included consideration of the 23 fundamental human rights protected under the *Human Rights Act 2019.*

The Human Rights Act 2019 exists to:

- Protect and promote human rights
- Help build a culture in the Queensland public sector that respects and promotes human rights
- Help promote a dialogue about the nature, meaning and scope of human rights.

The Human Rights Act 2019 protects 23 fundamental human rights drawn from international human rights law, including the following rights:

- Freedom of thought, conscience, religion and belief
- freedom of expression
- peaceful assembly and freedom of association
- Taking part in public life
- Privacy and reputation
- Cultural rights – generally
- Cultural rights – Aboriginal peoples and Torres Strait Islander peoples
- Right to education

When applying this Policy, the State Library will act and make decisions in a way that is compatible with human rights and give proper consideration to all human rights relevant to a decision as required by the Act.

14. References

- This policy is supported by

Queensland Government

- Code of Conduct for the Queensland Public Service
- Work Health and Safety Act 2011
- Work 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
- Risk Management Strategy for Child Related Duties

Other

- Anzac Square Memorial Galleries Emergency Management Plan
- Anzac Square Conditions of Entry

15. Approval

24/09/2026

Acting State Librarian and CEO

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