
RESPONSIBLE CUSTOMER CONDUCT POLICY

COUNCIL PREMISES & SHARED SPACES

1. INTENT

Cook Shire Council is committed to ensuring a safe and welcoming environment for all customers and staff using Council’s shared spaces, including Council premises. The intent of this policy is to ensure these spaces are:

- Safe and welcoming.
- Respectful, where people show due regard for the needs, sensitivities, and rights of others.

2. SCOPE

This policy applies to:

- All Council premises and any person visiting or occupying those premises at any time.
- Communication with Council staff conducted with external parties via mail, telephone, email, other internet services, or any other means.

3. POLICY STATEMENT

3.1 Standards of Behaviour

Council premises and shared spaces are open to everyone, subject to the observance of two primary standards of behaviour:

- The safety and security of people and property must not be infringed.
- Due regard must be shown to the needs, interests, and rights of others.

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Failure to observe these standards is considered unacceptable.

3.2 Unacceptable Behaviour

Inconsiderate or offensive behaviour is unacceptable and includes, but is not limited to, examples provided under the definitions of inconsiderate or offensive behaviour and infringement of security and safety.

Harassment or other behaviour or conduct that causes or has potential to cause physical or emotional harm is unacceptable.

Council staff have the authority to determine whether behaviour is unacceptable and the appropriate response. Staff will act reasonably with consideration to the *Human Rights Act 2019*.

4. RESPONSE TO UNACCEPTABLE BEHAVIOUR

Unacceptable behaviour may result in the individual being removed from the premise or shared space. Individuals with repeated unacceptable behaviour may be banned from premise or shared space for a period of time to be determined based on behaviour and impact of behaviour.

5. ADMINISTRATIVE INSTRUCTION FOR MANAGEMENT OF UNACCEPTABLE BEHAVIOUR

The Administrative Instruction for management of unacceptable behaviour on Council premises and shared spaces provides procedures regarding the following as it relates to this policy:

- Role of Council staff when infringements occur
- Response to inconsiderate or offensive behaviour
- Determine whether the behaviour is unacceptable.
- Termination of communication from external sources
- Customer conduct incident reports
- Bans & register of bans from Council premises
- Reviews on bans
- Protection of Council property; and
- Information Privacy

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6. INFORMATION PRIVACY

Council is committed to protecting the privacy of customers under the Queensland Information Privacy Act 2009.

7. DEFINITIONS

Term	Definition
Policy	Refers to this document “Responsible Customer Conduct Policy – Council Premises & Shared Public Spaces”.
Customer	Any person including Council staff who uses Council spaces or services or any person who may visit or transit through Council premises or shared spaces.
Council	Refers to Cook Shire Council.
Chief Executive Officer (CEO)	Refers to Chief Executive Officer for Cook Shire Council.
Incident Report	A report prepared by staff following unacceptable behaviour as defined in this policy.
Inconsiderate or Offensive Behaviour	Includes but is not limited to: displaying material offensive or objectionable to others (e.g., pornography, racial hatred, violence); canvassing or hawking; interference with personal property; abuse of Council property; misuse of furniture; abuse of Council systems and processes.
Infringement of Security and Safety	Includes but is not limited to: physical assault; events or behaviours that harm, threaten, or create risk of harm (including intimidation and harassment); theft or malicious damage to property; trespass and unauthorised access.
Harm	Any significant detrimental effect on a person’s physical, psychological, or emotional wellbeing. May include psychosocial hazards from workplace interactions and behaviours.
Harassment	Unwelcome, unsolicited, offensive, humiliating, or intimidating behaviour that may relate to someone’s sex, race, age, or other protected attribute (under the Queensland <i>Anti-Discrimination Act 1991</i>).
Council Premises	Includes all Council premises and any other premises or areas leased, hired, or otherwise used by Cook Shire Council for community activities.
Council Staff	All permanent, temporary, casual staff, volunteers and contractors engaged by Cook Shire Council for the purposes

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Term	Definition
	of offering or supporting the delivery of Council services, including shared spaces.

8. REFERENCES, LEGISLATION AND GUIDELINES

- *Local Government Act 2009* (QLD)
- *Information Privacy Act 2009* (QLD)
- *Anti-Discrimination Act 1991* (QLD)
- *Human Rights Act 2019* (QLD)

9. RELATED DOCUMENTS

- Administrative Instruction – Managing Misconduct on Council Premises & Shared Spaces
- Cook Shire Privacy Statement and Terms and Conditions
- Cook Shire Council WHS Safety Policy Statement
- Cook Shire Customer Service Policy and Charter

10. IMPLEMENTATION/COMMUNICATION

This policy will be available on the Council’s website, CM10, and RelianSys. It will also be made available to customers of Council premises and shared spaces.

11. APPROVED BY

Council Resolution 2024/185

12. REVIEW

SPONSOR:	Chief Operating Officer
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OFFICER RESPONSIBLE FOR REVIEW:	Community Lifestyle Coordinator
ADOPTION DATE:	24 September 2024
REVIEW DATE:	September 2026

THIS POLICY IS TO REMAIN IN FORCE UNTIL OTHERWISE DETERMINED BY COUNCIL

AMENDMENT HISTORY

VERSION	AMENDMENT DETAILS	AMENDMENT DATE	APPROVAL
1.0	New Policy	24 September 2024	Council Resolution 2024/186

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