

# **Community and Recreation Facilities Patron Code of Conduct Policy**

**2 July 2026**

**Policy**

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# 1 Key Information

## Community and Recreation Facilities Patron Code of Conduct Policy

|                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Purpose</b> | <p>To provide a safe, respectful, inclusive and welcoming environment at Bayside Council community and recreation facilities by establishing clear standards of behaviour for patrons and a consistent framework for managing inappropriate behaviour.</p> <p>The policy supports the health, safety and wellbeing of patrons, staff and visitors, protects Council assets, and promotes child safe environments.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Scope</b>   | <p>This policy applies to all persons entering, attending, using or participating in activities at Bayside Council community and recreation facilities, including casual visitors, members, program participants, spectators, hirers, volunteers, contractors, schools, community groups, clubs, event attendees, children and young people.</p> <p>This policy applies to community and recreation facilities directly managed by Council that include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Aquatic Centres</li> <li>• Arncliffe Youth Centre</li> <li>• Libraries</li> <li>• Community Centres and Community Venues</li> <li>• Function and Hire Spaces operated by Council</li> <li>• The Golf Course and associated facilities</li> <li>• Tennis Courts</li> <li>• Hensley Athletics Field</li> <li>• Any other community or recreation facility operated by Bayside Council.</li> </ul> <p>This policy applies to all areas within those facilities, including indoor and outdoor spaces, car parks, entry areas, amenities and programmed activities.</p> <p>This policy does not apply to Council sports grounds, sporting fields or organised sporting activities conducted at those locations, except where a facility is expressly identified as being within the scope of this Policy. These facilities and activities are otherwise governed by applicable sporting codes of conduct, conditions of use and associated Council policies.</p> <p>Where an organised sporting activity at a facility covered by this Policy is also subject to a code of conduct issued by a sporting association, school, club or competition organiser, both codes apply concurrently. If any requirements are inconsistent, Council's facility requirements and the reasonable directions of authorised Council staff take precedence while the person is on Council premises.</p> |

|                                 |                                                                                                                                                                                                                                                                                                                                                                               |                    |           |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-----------|
| <b>Related Documents</b>        | <ul style="list-style-type: none"> <li>• Patron Code of Conduct Operational Procedures</li> <li>• Community and Recreation Facilities Conditions of Entry</li> <li>• Terms and Conditions of use</li> <li>• Complaints Management Policy and Procedures</li> <li>• Child Safe Policy and Code of Conduct</li> </ul>                                                           |                    |           |
| <b>Legislative Requirements</b> | <ul style="list-style-type: none"> <li>• Local Government Act 1993 (NSW)</li> <li>• Children's Guardian Act 2019 (NSW)</li> <li>• Work Health and Safety Act 2011 (NSW)</li> <li>• Anti-Discrimination Act 1977 (NSW)</li> <li>• Privacy and Personal Information Protection Act 1998 (NSW)</li> <li>• NSW Library Act 1939</li> <li>• NSW Library Regulation 2018</li> </ul> |                    |           |
| <b>Date Adopted</b>             | 2/07/2026                                                                                                                                                                                                                                                                                                                                                                     | <b>Review Date</b> | 2/07/2030 |

## 2 Definitions

| Term                      | Meaning                                                                                                                                                               |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Aquatic Centre            | <ul style="list-style-type: none"> <li>• Any swimming pool or aquatic facility owned and operated by Bayside Council.</li> </ul>                                      |
| Golf Course               | <ul style="list-style-type: none"> <li>• Any golf course directly operated by Bayside Council including Botany Golf Course.</li> </ul>                                |
| Patron                    | <ul style="list-style-type: none"> <li>• Any person entering or using Bayside Council's community and/or recreation facilities</li> </ul>                             |
| Staff                     | <ul style="list-style-type: none"> <li>• Council employees, volunteers, contractors or authorised operators</li> </ul>                                                |
| Supervisor / Duty Manager | <ul style="list-style-type: none"> <li>• The staff member responsible for operational oversight at the time</li> </ul>                                                |
| Serious Incident          | <ul style="list-style-type: none"> <li>• Behaviour that poses an immediate risk to safety, including violence, threats, intimidation or criminal activity.</li> </ul> |

## 3 Policy Principles

Bayside Council is committed to providing safe, inclusive, welcoming and well-managed community and recreation for the whole community.

Council recognises that facilities serve diverse community groups and are intended to provide welcoming, inclusive and accessible environments for all users.

All patrons are expected to behave in a lawful, respectful and considerate manner while using Council community and recreation facilities.

Council reserves the right to refuse entry, remove patrons from facilities, suspend access or impose bans where behaviour breaches this policy, Conditions of Entry, access terms and conditions, or creates risks to the safety and wellbeing of others.

## 4 Expected Standards of Behaviour

### 4.1 Expected Standards of Behaviour

All patrons must:

- a) Follow all reasonable directions given by staff.
- b) Treat staff and other patrons with respect and courtesy.
- c) Act in a manner that does not endanger themselves or others.
- d) Use facilities appropriately and for their intended purpose.
- e) Comply with signage, facility rules and safety instructions.
- f) Patrons must supervise children and dependants in accordance with the facility *Conditions of Entry*, including any applicable child supervision ratios.
- g) Dangerous or reckless behaviour that may endanger any person or disrupt facility operations
- h) Behave in a manner that supports a child safe environment.
- i) Respect the privacy and safety of others, including compliance with restrictions relating to photography, filming and recording.
- j) Use personal electronic devices, internet services and communication technology in a respectful, lawful and considerate manner that does not unreasonably disturb, offend or impact other facility users

Council is committed to providing a safe workplace for employees, volunteers and contractors. Abusive, threatening, intimidating or violent behaviour toward staff will not be tolerated and may result in immediate removal from the facility, suspension of access, or referral to Police or other relevant authorities .

### 4.2 Group Responsibility

Teachers, coaches, instructors, organisers, supervisors and group leaders are responsible for ensuring participants under their supervision comply with this policy, Conditions of Entry and any applicable access terms and conditions.

Where participants, members, spectators or guests associated with a booking, school group, club, organisation or hire arrangement engage in behaviour that breaches this Policy, Council may require the responsible organisation to address the conduct. Repeated or serious breaches may result in the suspension or cancellation of bookings, permits, hire agreements, seasonal allocations or other access arrangements for groups and/or individuals.

### 4.3 Unacceptable Behaviour

The following behaviours are not permitted:

- a) Abusive, offensive, threatening, aggressive, intimidating, harassing, discriminatory or bullying behaviour towards staff, volunteers, contractors, patrons or visitors.
- b) Physical violence, threatening conduct, or any behaviour that endangers the safety, wellbeing or security of any person.

- c) Behaviour that compromises child safety or the safety of a child, young person or vulnerable person, including failure to provide required supervision.
- d) Refusal to comply with reasonable directions of Council staff or authorised personnel, including emergency, evacuation, severe weather or facility closure directions.
- e) Dangerous, reckless or unsafe behaviour, including misuse of sporting, recreational or facility equipment.
- f) Inappropriate conduct in change rooms, amenities or other public areas, including behaviour that infringes the privacy, comfort or safety of others.
- g) Photography, filming, recording or use of technology that breaches privacy, child safety requirements, Conditions of Entry, Council policies or the rights of other patrons.
- h) Intoxication, possession or use of illegal substances, or behaviour adversely affected by alcohol or other substances.
- i) Bringing, consuming or supplying alcohol contrary to facility conditions or liquor licensing requirements.
- j) Smoking or vaping except in designated areas where permitted.
- k) Unauthorised entry into staff-only, maintenance, plant, storage or other restricted areas.
- l) Damage, theft, vandalism or misuse of Council property, equipment or facilities.
- m) Interfering with another patron's booking, program, activity or authorised use of a facility.
- n) Undertaking unauthorised commercial activities, coaching, selling, fundraising, promotion or solicitation.
- o) Bringing animals into a facility, except assistance animals or where expressly permitted.
- p) Using personal electronic devices, speakers, internet services or other technology in a manner that:
  - unreasonably disturbs or disrupts other patrons;
  - harasses, intimidates or causes nuisance to others;
  - accesses, displays, transmits or shares unlawful, offensive, discriminatory, threatening, violent or otherwise inappropriate material;
  - involves unlawful use of Council-provided internet, network services or technology systems.

## 4.4 CCTV Monitoring

CCTV may operate in designated areas of Council's community and recreation facilities. Where installed, CCTV is operated for safety, security and incident-management purposes in accordance with applicable legislation and Council policies.

CCTV footage may be used to investigate incidents, breaches of this policy and other safety or security matters. CCTV footage may also be provided to the Police or other relevant authorities.

## 4.5 Behaviour Management Framework

Council may take reasonable and proportionate action to address behaviour that breaches this Policy, the Conditions of Entry, access terms and conditions, or other applicable facility requirements.

Responses will be determined having regard to the nature, severity and impact of the behaviour, any risks to safety, and any previous incidents involving the patron.

Council reserves the right to refuse entry, remove a patron from the facility, suspend access, prohibit future access, suspend and/or cancel memberships or refer matters to external authorities where appropriate.

Behaviour management actions, including suspensions, long-term bans and permanent exclusions, will be imposed in accordance with Council's delegations and operational procedures. The authority to issue sanctions will be determined having regard to the seriousness of the incident and the level of sanction proposed.

The behaviour categories and incident management process used to support decision making are detailed in **Appendix 1 and Appendix 2**.

Where a patron's behaviour presents an immediate risk to safety, disrupts operations, or involves serious misconduct, staff may direct the patron to leave the facility immediately pending further review

## 5 Roles and Responsibilities

| Role                               | Responsibility                                                                                                                         |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Director City Life                 | <ul style="list-style-type: none"><li>• Endorse the Policy and oversee serious or escalated matters</li></ul>                          |
| Manager Libraries and Lifestyle    | <ul style="list-style-type: none"><li>• Policy Owner</li></ul>                                                                         |
| Relevant Coordinators and Managers | <ul style="list-style-type: none"><li>• Implementation, monitoring, staff training and operational procedures</li></ul>                |
| Supervisors / Duty Managers        | <ul style="list-style-type: none"><li>• Day-to-day enforcement and incident management</li></ul>                                       |
| Staff / Volunteers                 | <ul style="list-style-type: none"><li>• Support implementation and report incidents in accordance with operational procedure</li></ul> |
| Patrons                            | <ul style="list-style-type: none"><li>• Comply with the Policy and Reasonable Directions</li></ul>                                     |

## 6 Compliance

Compliance with this policy is mandatory.

Breaches of this policy may result in actions including:

- a) Refusal of entry.
- b) Removal from the facility.
- c) Suspension of access.
- d) Cancellation of memberships or participation rights.
- e) Long-term or permanent bans.

- f) Referral to Police or other relevant authorities where appropriate.

Unless otherwise specified, a suspension or ban applies only to the facility where the incident occurred. Council may determine that a suspension or ban applies across multiple community and recreation facilities where the nature of the behaviour, identified risks, previous incidents or operational considerations warrant a broader restriction

All incidents requiring escalation beyond a verbal warning must be documented in accordance with Council procedures.

Suspension or cancellation of access under this policy does not automatically entitle a patron to a refund of membership fees, program fees or other charges, except where required by law or Council policy.

A suspension, ban or exclusion issued under this Policy may affect memberships, program enrolments, bookings, permits, hire agreements, seasonal allocations and other access arrangements. Council may suspend, cancel or impose conditions on these arrangements where necessary to implement a behaviour-management decision.

## **6.1 Information Sharing Between Council Facilities**

Information relating to serious, repeated or ongoing breaches of this Policy may be shared between relevant Council staff and Council-operated community and recreation facilities where reasonably necessary for operational purposes, staff or patron safety, child safety, risk management or enforcement of behaviour-management decisions.

The collection, use, storage and disclosure of personal information will be managed in accordance with applicable privacy legislation and Council policies.

## **7 Consultation**

This policy has been developed in consultation with:

- Aquatic Centre, Libraries, Sports and Recreation and Young People Leadership Teams.
- Manager Libraries and Lifestyle.
- Director City Life.
- Executive Committee
- Governance and Risk representatives.
- General Counsel

Future reviews will include consultation with relevant operational areas and stakeholders as required.

## 8 Approval and Review

| Approval and Review                         |                                                                                                                                                                                                         |
|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Date Adopted</b>                         | 2/07/2026                                                                                                                                                                                               |
| <b>Approver</b>                             | General Manager                                                                                                                                                                                         |
| <b>Owner</b>                                | Manager Libraries and Lifestyle                                                                                                                                                                         |
| <b>Endorser</b>                             | Executive Committee                                                                                                                                                                                     |
| <b>Review period</b>                        | 4 years                                                                                                                                                                                                 |
| <b>Review Date</b>                          | 2/07/2030                                                                                                                                                                                               |
| <b>Date to commence next review</b>         | 2/10/2029                                                                                                                                                                                               |
| <b>Class of document</b>                    | Administrative Policy                                                                                                                                                                                   |
| <b>Published</b>                            | Council Website and Intranet                                                                                                                                                                            |
| <b>Unsubstantial administrative changes</b> | The General Manager authorises the Director City Performance or Manager Governance & Risk to approve non-significant and/or minor editorial amendments that do not change the substance of this Policy. |

## 9 Document Control

| Content Manager                |           |                                                 |         |
|--------------------------------|-----------|-------------------------------------------------|---------|
| <b>Policy reference (PP)</b>   | PP26/22   | <b>Bayside Policy Register folder reference</b> | F16/951 |
| <b>Word document reference</b> | 26/291863 | <b>Word document folder reference</b>           | F26/486 |
| <b>Evidence of approval</b>    |           | BP26/1626 [v1 26/291860[v1.1]                   |         |

## 10 Version History

| Version | Date Adopted | Approved By        | Author                          | Comment                                                     |
|---------|--------------|--------------------|---------------------------------|-------------------------------------------------------------|
| 1.0     | 2/07/2026    | General Manager    | Manager Libraries and Lifestyle | New document                                                |
| 1.1     | 10/09/2026   | Director City Life | Manager Libraries and Lifestyle | Amendments to Policy as per Executive Resolution and Policy |

## 11 Appendices

### 11.1 Appendix 1 – Patron Behaviour Categories and Response Framework

The purpose of this framework is to support consistent and proportionate responses to inappropriate patron behaviour while maintaining the safety and wellbeing of staff, patrons and visitors.

Council reserves the right to escalate responses where circumstances warrant, including where there is an immediate risk to safety, repeated incidents, or non-compliance with previous directions.

The sanctions listed below are indicative only. Council may determine a different response where warranted by the circumstances, including the severity of the behaviour, risk to health and safety, vulnerability of affected persons, previous incidents, compliance with staff directions, and any mitigating factors.

Council reserves the right to impose a higher-level response where behaviour presents an immediate risk to safety, involves child safety concerns, or constitutes serious misconduct.

When assessing behaviour, Council may consider:

- The seriousness of the behaviour.
- The actual or potential impact on staff, patrons and facility operations.
- Whether the behaviour was deliberate or repeated.
- Previous incidents involving the patron.
- Compliance with reasonable directions of staff.
- Any mitigating circumstances relevant to the incident.

| Category | Behaviour Type      | Description                                                                                                                                                                                              | Examples                                                                                                                                                                                               | Typical Mgt Response                                                                                                                                                  |
|----------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Level 1  | Minor Misconduct    | Behaviour that is inconsistent with facility expectations but presents little or no risk to safety.                                                                                                      | Failure to follow pool etiquette, minor disruption, misuse of equipment, inappropriate language not directed at others, minor breaches of Conditions of Entry.                                         | Verbal reminder, education, direction from staff, recorded note where appropriate                                                                                     |
| Level 2  | Moderate Misconduct | Behaviour that disrupts facility operations, impacts other patrons or involves non-compliance with reasonable directions of staff.                                                                       | Repeated Level 1 behaviour, refusal to follow reasonable staff directions, disruptive conduct affecting other patrons, unsafe behaviour in aquatic areas.                                              | Formal verbal warning, written warning, removal from activity / program, removal from the facility for the day                                                        |
| Level 3  | Serious Misconduct  | Behaviour that causes significant disruption, creates safety concerns, or adversely impacts staff or patrons.                                                                                            | Repeat of level 2. Aggressive behaviour, threatening language, harassment, bullying, discrimination, deliberate property damage, repeated non-compliance following previous warnings.                  | Immediate removal from the facility, written warning, behaviour agreemewnt, suspension of access for 3mths, cancellation of bookings and/or suspension of membership. |
| Level 4  | Critical Misconduct | Repeat of level 3. Behaviour presenting a serious risk to safety, wellbeing or facility operations, or involving criminal conduct.<br><br>Breach of behaviour agreement and/or current sanctions issued. | Physical assault, threats of violence, serious harassment, child safety breaches, criminal activity, possession of prohibited weapons, significant property damage, deliberate endangerment of others. | Immediate removal, suspension pending investigation, long term suspension (3-12mths), permanent ban, referral to Police or relevant authorities.                      |

## **11.2 Appendix 2 – Patron Behaviour Escalation and Review Process**

This appendix provides guidance for the management of patron behaviour incidents and supports consistent decision-making across Bayside Council community and recreation facilities.

### **Step 1 – Incident Occurs**

A staff member observes, receives a complaint about, or otherwise becomes aware of inappropriate patron behaviour that may breach this Policy or the Conditions of Entry.

#### **Staff Actions:**

- a) Assess immediate risks to safety.
- b) Provide a reasonable direction where appropriate.
- c) Attempt to de-escalate the situation.
- d) Seek support from a Supervisor or Duty Manager if required.

### **Step 2 – Immediate Action**

The response to an incident will be proportionate to the circumstances and may include:

- a) Education and guidance
- b) Verbal warning
- c) Removal from an activity or program
- d) Removal from the facility
- e) Suspension from the facility
- f) Suspension or prohibition from accessing the facility
- g) Contacting emergency services, Police or other relevant authorities (where appropriate).

### **Step 3 – Incident Reporting**

Incidents requiring formal intervention beyond a verbal reminder should be recorded in Council's incident management system.

Reports should include:

- Date, time and location.
- Description of the behaviour
- Names of involved persons (where known).
- Description of behaviour.
- Actions taken by staff.
- Witness information where available.
- Supporting evidence including CCTV footage (where applicable).

### **Step 4 – Management Review**

The facility manager or delegated officer will review:

- Incident reports.
- CCTV footage and available evidence
- Previous incident history
- Relevant policies, procedures and facility requirements.

## **Step 5 – Sanction Determination**

Following review, Council may determine one or more of the following outcomes:

- a) Short-term suspension (up to 30 days)
- b) Medium-term suspension (1 to 3 months).
- c) Long-term suspension (3 to 12 months).
- d) Prohibition from future access (permanent ban)
- e) Referral to Police or other relevant authorities.

All decisions will be documented and communicated to the patron where appropriate.

## **Step 6 – Review of Decisions**

A patron subject to a suspension or prohibition from access may request a review of the decision within 14 days of receiving notification.

Requests for review must be submitted in writing and include any information supporting the request.

Unless Council determines otherwise, any suspension, restriction, ban or exclusion remains in effect while the review is being considered

Where practicable, the review will be undertaken by an officer not directly involved in the original decision.

The outcome of the review will be communicated to the patron in writing and will be final for the purposes of Council's review process. This does not limit any statutory rights or other external complaint or review options available to the patron.

## **Step 7 – Reinstatement Of Access**

At the conclusion of a suspension period, Council may:

- a) Reinstate access automatically;
- b) Require acknowledgement of behavioural expectations (behaviour agreement); or
- c) Require a meeting with management prior to reinstatement.

Additional conditions may be imposed where considered necessary to support the safety and effective operations of the facility.

## **11.3 Children and Young People**

### **Child Safety and Serious Incidents**

Any incident involving:

- a) Children safety concerns,
- b) Allegations of abuse or grooming,
- c) Violence or threats of violence
- d) Criminal activity or
- e) Significant risks to health and safety

Where a behaviour-management decision involves a child or young person, Council will communicate with a parent, guardian or other responsible adult as appropriate, having regard to the age of the child, privacy obligations, child safe requirements and the circumstances of the matter.



# Bayside Council

Serving Our Community

## Contact Us



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