

ALEXANDRINA LIBRARIES – USER CODE OF CONDUCT

First Approved	July 2011
Review Frequency	4 yearly or as required
Last Reviewed	21 September 2020 Resolution Ref: ACM20708
Next Review Due	September 2024
File Number	18.63.001/PL202082
Responsible Division	Wellbeing
Related Documents	Alexandrina Council <i>Community Strategic Plan 2014 - 2023</i> - South Australia Dept. for Families & Communities. (2006). <i>Child-safe environments report: child abuse & neglect</i> . Adelaide: Govt. of S. Aust.
Applicable Legislation	<i>Local Government Act (SA) 1999, s</i> <i>Children's Protection Act 1993 (SA)</i>

Preamble

The contents of and the commitments that Council make in this policy are not intended to be any more than a statement of the Council's general position in relation to these matters, and to facilitate its aspirations wherever it is reasonable to do so.

Overview

Alexandrina Council values its community and understands the services that are needed in relation to health and family, social development and general well-being. Essential to all members of the community is accessibility to appropriate services in a secure and safe environment. Alexandrina Council offers a wide range of services and it is important to convey clear and consistent messages about expected levels of behaviour in and around Council buildings.

Purpose

This policy is designed to provide a clear understanding with regard to behavioural issues including general visitor conduct, parental/guardian responsibilities, discipline, supervision and the safety and comfort of all visitors within Alexandrina Council buildings.

This policy confirms Alexandrina Council's commitment to providing safe and supportive community facilities and outlines the responsibilities of Council staff and all persons using Council facilities.

Policy Objective

Alexandrina Council facilities are provided for the use and enjoyment of all community members and visitors to our area. The needs of our senior residents and potential of our youth must be acknowledged in the development and ongoing changes within these facilities. Alexandrina Council encourages and welcomes people of all ages to its facilities and is committed to serving their needs by assisting them in the use of resources and services. In order to support the Council's vision, staff members endeavour to create an atmosphere that is comfortable and enjoyable for all users.

Alexandrina Council staff members are encouraged to interact with the community and as such foster and promote the principles of engaging in mutually respectful behaviour for all users and staff.

Charter of Rights

People have the right to:

- Intellectual freedom;
- Equal access to all Alexandrina Council services;
- A range of services and programs;
- Environments that cater to various physical and developmental stages;
- Trained and knowledgeable staff;
- Welcoming, respectful, supportive service for all ages; and
- Give constructive criticism.

Disruptive Behaviour

Council staff members are committed to ensuring all visitors enjoy a productive and rewarding experience. Adults are expected to take responsibility for the behaviour of themselves and any young person they bring into any Council or Joint Use Facility.

All Council employees share the responsibility of keeping Council facilities safe and healthy places for our community. From time to time Council may engage contract and casual staff, who will follow the same procedures as staff when handling disruptive behaviour in and around Council facilities.

People engaging in disruptive behaviour may be asked to leave Council facilities.

Unattended Young Children

Alexandrina Council aims to produce a safe, enjoyable experience for all children who attend Alexandrina facilities. Staff cannot supervise children. This responsibility remains, at all times, with the carer or guardian. Young children left alone can become distressed, bored or disruptive. Any young person left unattended may be classed as a child or young person at risk of harm and could be reported under Mandatory Reporting guidelines.

Unattended Children during School Hours

School aged young people (between the ages of 6 to 15 years) may be in Council facilities during school hours for a number of reasons. Alexandrina Council staff are not held responsible for unattended children and staff are expected to always check for children who should be at school. After reasonable efforts to determine if the child is playing truant, staff should notify the appropriate school and seek their assistance.

Children Not Collected at Closing Time

To protect staff from any litigation:

- Staff members should never be alone with a child in a Council building when it is not open to the public;
- Staff should not attempt to drive a child to any destination; and
- Best efforts will be made to locate the child's parents, but if unsuccessful a report may be lodged under Mandatory Reporting guidelines.

Events and Activities

Activities are regularly presented at Alexandrina Libraries for children. Children, 10 years and under, attending specific programs organised by Alexandrina Council should be supervised by a carer/guardian or, in the case of a school class, by the designated teacher unless otherwise specified.

Some youth events will be held out of normal opening hours. Attendance at such events will normally be for people who have lodged a prior registration of interest.

Behaviour Code for Visitors Using Council facilities

For the comfort and safety of all, and for the protection of property, anyone using Alexandrina Council facilities is expected to follow these guidelines.

- Respect one another; and
- Comply with any reasonable staff request.

Visitors will refrain from:

- Using abusive or obscene language - either verbally or written;
- Intentionally damaging, destroying or stealing;
- Harassing, bullying or intimidating other people or staff;
- Using racist and/or discriminatory remarks and/or actions;
- Using violent and inappropriate behaviour;
- Engaging in any illegal activity or behaviour, including but not limited to drugs, or under-age drinking;
- Riding skate boards, bicycles or roller-skates inside Council facilities; and
- Leaving children unattended

Staff will ask you to leave if these guidelines are not adhered to and your privileges in our Libraries may be restricted or removed.

Delegations

Council acknowledges that the Chief Executive may sub-delegate matters related to this Policy to staff or other persons employed or engaged by council.

Availability of Policy

This Policy will be available for inspection at the Council's offices during normal business hours and on the Council's website www.alexandrina.sa.gov.au. Copies will also be provided to interested members of the community upon payment of a fee in accordance with Council's Schedule of Fees and Charges.