

Policy Adopted by Board – April 2025	
Policy Name	Responsible Conduct Policy - Public
Version number	5.0
Policy date	April 2025
Date to be reviewed	April 2028
Responsibility	CEO with delegation to Executive Manager Public Participation
Related YPRL Policies and Procedures	Employee Code of Conduct Closed Circuit Television (CCTV) Standard Operating Policy and Procedures Internet Access Policy Privacy Policy Child Safety and Wellbeing Policy Unattended Children Procedure Social Media Policy Incident Management and Reporting Procedure Responsible Conduct Procedures

Table of Contents

1. Purpose	3
2. Scope	3
3. Related Legislation	3
4. Definitions	4
5. Policy	5
5.1 Standards of behaviour	5
5.2 Inappropriate conduct.....	5
5.2.1 Terms and Conditions of Entry:.....	5
5.2.2 Inconsiderate or offensive behaviour:	5
5.2.3 Animals	6
5.2.4 Response to inconsiderate or offensive behaviour.....	7
5.2.5 Infringing the security and safety of people or property.....	7
5.2.6 Response to infringements of security and safety	7
5.2.7 Photography and filming in YPRL premises.....	8
5.2.8 Termination of communication with YPRL staff conducted from outside YPRL premises ...	8
5.3 Incident Report.....	8
5.4 Authority.....	8
5.5 Bans	8
5.5.1 Grounds	8
5.5.2 Authority	8
5.5.3 Consequences.....	9
5.5.4 Appeals	9
5.5.5 Register of bans	9
5.6 Protection of Yarra Plenty Regional Library Property.....	9
6. Information privacy.....	10
7. Training and Development.....	10
8. Responsibilities.....	10
Schedule 1	11

1. Purpose

The purpose of the Responsible Conduct Policy (the Policy) is to contribute to Yarra Plenty Regional Library (YPRL) Service being:

- a safe place.
- a welcoming place.
- a respectful place, where:
 - needs and interests can be pursued freely.
 - people show due regard to the needs, sensitivities, and rights of others.
- a place where collections, services and programs are inclusive of people where we support the rights of all people regardless of age, gender, ability or background.

YPRL actively supports the substantive rights outlined in the [Charter of Human Rights and Responsibilities Act 2006 \(Vic\)](#), notably those of relevance to the role and function of public libraries including freedom of thought, conscience, religion and belief, freedom of expression, taking part in public life and cultural rights.

The Policy defines the commonplace standards of behaviour on which fulfilment of this purpose depends and establishes how YPRL staff respond when these standards are not observed.

YPRL staff are empowered to determine whether or not behaviour is unacceptable for the purposes of the policy.

2. Scope

The Policy applies to:

- Council premises assigned to YPRL to deliver library services from and anybody occupying those premises.
- YPRL Mobile Library and Outreach vehicle and anybody occupying the Mobile Library.
- Communication with YPRL staff conducted from outside YPRL premises, by mail, telephone, email, other Internet service or any other means.

3. Related Legislation

The Policy is supported by:

- *Privacy and Data Protection Act 2014 (Vic)*;
- *Child Safe Standards 2022*; and
- *Charter of Human Rights and Responsibilities Act 2006 (Vic)*.

4. Definitions

Term	Definition
CEO	Means the person holding the position of Chief Executive Officer of Yarra Plenty Regional Library
Executive Leadership Team (ELT)	Means any one of the following people: <ul style="list-style-type: none"> • Executive Manager Public Participation • Executive Manager Corporate Services • Executive Manager Technology and Assets
Inconsiderate or offensive behaviour	Behaving in a way that may cause offence to a reasonable person.
Infringement of security and safety	Events, actions, or behaviours that harm, create risk of harm or threaten harm.
Incident Report	A report that is prepared following an infringement of security or when a client refuses to cooperate with staff enforcing the Policy.
Senior Officer in Charge	Any YPRL staff member who is designated supervisor during that shift.
The Policy	The Responsible Conduct Policy
VPS	Victoria Police Service
Yarra Plenty Regional Library premises	Branch libraries at Greensborough, Eltham, Ivanhoe, Rosanna, Watsonia, Lalor, Mill Park, Thomastown, Mernda and Whittlesea; any transport service operated by the YPRL and any other premises or areas that YPRL has leased, hired, or otherwise contracted to use. Surrounding common areas are subject to the Policy only if the YPRL has contracted the use of those areas.

5. Policy

5.1 Standards of behaviour

YPRL libraries welcome and are here for everyone in our communities (*YPRL Library Plan first principle*).

This Policy reflects YPRL's values of inclusion and acceptance and is underpinned by the [Charter of Human Rights and Responsibilities Act 2006 \(Vic\)](#), notably the role and function of public libraries including freedom of thought, conscience, religion and belief, freedom of expression, taking part in public life and cultural rights. This is applied through the 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 needs, interests and rights of others.

Failure to observe these standards is considered unacceptable.

5.2 Inappropriate conduct

5.2.1 Terms and Conditions of Entry:

All persons entering YPRL premises must abide by the Terms and Conditions of Entry to YPRL premises set out in Schedule 1.

5.2.2 Inconsiderate or offensive behaviour:

This is including but not limited to:

- (a) abuse of YPRL property, or behaviour that puts YPRL property at risk, including misuse of furniture and eating or drinking in non-designated areas;
- (b) abuse of YPRL systems and processes (e.g. deliberately misfiling library material, circumventing booking systems).
- (c) refusal to comply with any government mandated regulations (such as during a state of emergency).
- (d) child abuse or neglect.
- (e) Consumption of alcohol except at an authorised program or at an event in one of YPRL's function spaces.
- (f) Failing to observe all the Terms and Conditions of Entry to YPRL Premises as set out in Schedule 1.

5.2.3 Animals

- (a) Animals are not permitted to enter YPRL premises unless they are guide or assistance animals (usually dogs) or express permission has been provided by YPRL staff in connection with an animal friendly event on site.
- (b) Guide or assistance animals include:
 - (i) mobility support animals that help people with physical disabilities who use wheelchairs or otherwise have unique physical attributes that cause them difficulty moving around, hearing or interpreting their surroundings;
 - (ii) medical alert animals that help people before or during a medical emergency;
 - (iii) psychiatric services animals that help people with mental illness.
- (c) YPRL staff may require, as a condition of entry to YPRL premises, evidence that the guide or assistance animal is formally trained to help manage a disability and meets minimum standards of hygiene and obedience, e.g., an obedience certificate from a obedience training organisation listed on Animal Welfare Victoria Assistance Dog Registration Scheme website, registration under the Animal Welfare Victoria Assistance Dog Registration Scheme or Public Transport Victoria Assistance Animal Pass.
- (d) Should persons bring animals on YPRL premises, they must have in possession for production on request, evidence of registration and/or obedience certificate.
- (e) It is the responsibility of the handler of the assistance animal on YPRL premises to ensure at all times that:
 - (i) the animal is controlled by a fixed lead and under effective control at all times by the handler;
 - (ii) the animal behaves in a non-aggressive manner towards YPRL patrons and staff members and other assistance animals on premises;
 - (iii) the animal remains obedient to their handler's commands;
 - (iv) the animal maintains a quiet presence and does not engage in barking;
 - (v) the animal remains calm within the premises;
 - (vi) the animal does not defecate or urinate on premises;
 - (vii) the animal does not sit or lie on library furnishings;
 - (viii) the animal does not shed excessive amounts of fur or excessively drool;
 - (ix) the handler cleans up and removes any mess made by the animal on YPRL premises;
 - (x) the animal does not block doors, aisles or other thoroughfares;

- (xi) the animal is in a clean state so as not to damage or dirty YPRL property.

5.2.4 **Response to inconsiderate or offensive behaviour**

The initial response to inconsiderate or offensive behaviour is to encourage the person responsible to behave in a more considerate manner. Ejecting a person from YPRL premises or terminating communication with YPRL staff conducted from outside YPRL premises is a last resort, only ever warranted after conciliatory approaches have failed, or in response to infringements of security.

(a) **Initial response**

With reference to the detailed description in the Responsible Conduct Procedures document, the response of YPRL staff to inconsiderate or offensive behaviour is to:

- (i) Respectfully point out the possible adverse impacts of the client's behaviour on others; and
- (ii) support the person in using the YPRL services effectively and appropriately.

(b) **Second response and ejection**

A person on YPRL premises whose behaviour is unacceptable, and who fails to heed initial approaches by YPRL staff, will be informed by the Branch Manager or the Senior Officer in Charge that under the Policy they will be ejected from the premises.

When a person is being ejected from YPRL, the person is told (by the Branch Manager or Senior Officer in Charge) why they are being ejected, that the ejection is occurring under the Policy and that they will not be permitted to re-enter YPRL premises until the next day the premises is open to the public.

5.2.5 **Infringing the security and safety of people or property**

Infringing the security and safety of people or property includes:

- (a) events, actions or behaviours that harm, create risk of harm or threaten harm, including intimidation and harassment;
- (b) theft or malicious damage of property, including personal property and the property of YPRL;
- (c) trespass, including unauthorised entry to non-public areas and unauthorised access to YPRL information systems.

5.2.6 **Response to infringements of security and safety**

YPRL staff are required to refer all apparent infringements of security to their manager and then complete an incident report.

5.2.7 **Photography and filming in YPRL premises**

To ensure the safety and wellbeing of other library patrons, filming and photography are prohibited in YPRL libraries without prior approval. When permission has been given, filming or photographing another person without their consent is prohibited. Any person who is found to be photographing or filming on library premises without permission will be asked to cease and if this request is refused will be ejected from the premises.

5.2.8 **Termination of communication with YPRL staff conducted from outside YPRL premises**

A person who behaves unacceptably in communicating with YPRL staff from outside YPRL 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.

5.3 **Incident Report**

An Incident Report should be completed following any of the circumstances described above.

In the case of a client leaving the premises prior to Branch Manager's involvement and ejection, staff should complete an Incident Report.

5.4 **Authority**

The authority to initiate the ejection of a person from YPRL premises under the Policy is delegated to the Senior Officer in Charge.

Authority to terminate communication by any person from outside YPRL premises under the Policy is delegated to all staff.

5.5 **Bans**

5.5.1 **Grounds**

A person may be banned from entering YPRL premises or communicating with YPRL staff from outside YPRL premises on the following grounds:

- (a) infringements of security or safety; or
- (b) they have been the subject of multiple Incident Reports or had communication with YPRL staff from outside YPRL premises terminated three times within a 6 month period.

A person may be banned only on condition that their identity can be positively established.

Note that Branch Manager Reports with reference to YPRL clients may be taken into consideration by the ELT member regarding the issuing of a ban.

5.5.2 **Authority**

An ELT member has the authority to issue bans for up to four (4) weeks and YPRL will notify the relevant member council about the ban. Any behaviours that the ELT member considers

worthy of a ban longer than four (4) weeks will be issued in consultation with the relevant member council.

5.5.3 Consequences

A person who has been banned may be issued with a letter on the premises or may be informed by registered letter or email of the ban. The letter will include a summary of incidents leading to the ban, the basis of the ban in policy, the duration of the ban and appeal rights and procedures.

The duration of a ban is at the absolute discretion of the relevant ELT member and is determined by circumstances leading to the ban and whether the banned person has been previously warned or banned.

A banned person who is seen on YPRL premises will be immediately asked to leave by the Branch Manager or most senior officer available.

Entering or attempting to enter YPRL premises during the term of a ban is grounds for extending the ban.

5.5.4 Appeals

A person who has been banned may appeal to the CEO to reduce the duration of the ban. The CEO may delegate consideration of the appeal of the ban to an ELT member but not to the ELT member who originally issued the ban.

The determination of the appeal will be made by consideration of the available Incident Reports and records, and any case put forward by the person seeking the review.

The appeal should be settled within 1 week of its receipt and client informed of the outcome as soon as is practicable.

A person who has been banned may also escalate their case to the [Victorian Equal Opportunity and Human Rights Commission](#). Information regarding the appeals process will be included in the letter issued to the person who has been banned.

5.5.5 Register of bans

A register of current bans is maintained and kept at YPRL Library Support Services (LSS) offices to enable and assist YPRL staff to enforce any current ban. The Register may include a copy of the ban notice and other information identifying banned people, including photographs.

5.6 Protection of Yarra Plenty Regional Library Property

YPRL may seek restitution for serious damage to, or theft of YPRL property resulting from apparently intentional or reckless actions.

6. Information privacy

In accordance with the *Privacy and Data Protection Act 2014 (Vic)* and YPRL's Freedom of Information Statement, YPRL is committed to protecting the privacy of clients.

Formal records are made of infringements of security or a client's refusal to cooperate with staff enforcing the Policy. These records serve the enforcement of the Policy, and inform improvement of the 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 YPRL's central files
- Records are made available within YPRL only for purposes related to the enforcement of the Policy and only with the sanction of the CEO or an ELT member. Incident Reports are routinely distributed to:
 - ELT members
 - Branch Managers
- Health, Safety and Wellbeing Committee
- Records are made available outside YPRL only with the specific permission of the Yarra Plenty Regional Library 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 have access to their personal records created in the enforcement of the Policy in accordance with the *Privacy and Data Protection Act 2014 (Vic)*.

YPRL staff will discuss and disclose information about individual's conduct only when reporting incidents or debriefing with supervisors or managers.

7. Training and Development

This Policy will be included in the induction pack supplied to YPRL staff upon commencement. Managers will ensure staff training is offered each year about this Policy.

8. Responsibilities

The Responsible Conduct Policy and Procedures will be reviewed every three years, to ensure a shared understanding of the policy and procedures and to ensure most effective application of the policy at YPRL.

Schedule 1

Terms and Conditions of Entry to YPRL Premises

YPRL is committed to providing a shared, safe place with respect of all.

By entering YPRL premises, you agree to:

- Treat others with respect and courtesy at all times.
- Follow instructions given by library staff.
- Take responsibility for your own belongings. We advise not leaving any item unattended.
- Be mindful of your noise level. Conversation is welcome but we must also be respectful of the needs of others.
- Respect library property and keep library spaces clean.
- Ensure any children that you are responsible for are supervised.
- Only bring animals that are guide or assistance animals.
- Keep guide or assistance animals under appropriate management and control.
- Only take photographs or videos if permission has been sought and granted by YPRL.

Unacceptable behaviour, including not following the directions of library staff, may lead to you being asked to leave the premises. YPRL staff have absolute discretion to request you to leave the premises.

Repeated incidents of unacceptable behaviour, or refusal to follow directions of library staff, may result in you being banned from attending YPRL premises.

Please assist staff to make your visit enjoyable by cooperating with their requests.

[END OF RESPONSIBLE CONDUCT POLICY – PUBLIC2025]