



**Unsuitable
Behaviour
Guidelines**

QPRC



Aquatics

QPRC Aquatics – Unsuitable Behaviour Guidelines

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1. Guiding Principle

QPRC Aquatics wish to provide an environment that is safe and enjoyable for our patrons and staff.

QPRC Aquatics staff strive to enforce our Conditions of Entry consistently. We ask that both patrons and staff show respect for each other as well as the venue, Conditions of Entry and equipment in order to assist us in providing a safe and enjoyable environment for all.

By agreeing to enter QPRC Aquatics, individuals agree to abide by the Unsuitable Behaviour Guidelines.

2. Evictions

The Duty Manager has the delegated authority to evict a patron.

The individual will be banned until such time as the incident has been graded by QPRC Aquatics staff. This will generally occur the next business day.

3. Offence Template

Grading of Offences

Below is grading of offences and their pre-determined severity:

- Grade One – formal warning
- Grade Two – one week suspension
- Grade Three – two week suspension
- Grade Four – four weeks suspension
- Grade Five – eight weeks suspension
- Grade Six – 16 weeks suspension

Please note that an eviction is considered a Grade Two offence at a minimum.

Clarification of Weeks

Grading relates to weeks the facility is operation for rather than weeks. The length of time should be identified based on the reported individual's circumstances. A reported individual will not be permitted to enter the venue at QPRC Aquatics for the period of suspension.

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Summary of Offences

Section	Description	Type of Offences	Grading
1 – Verbal misconduct and/or verbal outbursts	Negative, intimidating, aggressive and/or threatening statements to patrons and/or staff at QPRC Aquatics.	<ul style="list-style-type: none"> • Showing dissent • Unwarranted swearing • Back chat 	Grade One
		<ul style="list-style-type: none"> • Continual and/or aggressive back chat • Swearing loudly and aggressively – particularly if directed at another person 	Grade Two
		<ul style="list-style-type: none"> • Any of the Grade One or Two offences outside the venue • Aggression towards staff and/or patrons • Repeated offenses of the above 	Grade Three
		<ul style="list-style-type: none"> • Verbally threatening physical assault • Threats of a moderate nature • Ignoring warnings and behaviour continuing 	Grade Four
		<ul style="list-style-type: none"> • Threats of a serious nature • Repeated offenses of any of the above 	Grade Five / Six
2 – Vilification	Inciting hatred toward a person based on their race, religion, gender, sexual preference and/or disability	<ul style="list-style-type: none"> • Remarks in regards to a person’s religion, gender, sexual preference and/or disability 	Grade One / Two
		<ul style="list-style-type: none"> • Repeated offenses of the above • Remarks in an aggressive manner in regards to a person’s religion, gender, sexual preference and/or disability 	Grade Three / Four
		<ul style="list-style-type: none"> • Continual repeated offenses 	Grade Five / Six
3 – Physical Contact	Physical contact of a careless or reckless	<ul style="list-style-type: none"> • Careless/reckless contact • Unsporting behaviour • Minor pushing and shoving 	Grade One

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	<p>nature towards another patron and/or</p> <p>Physical contact of an aggressive or threatening nature with another person, or where excessive force is deemed to have been present.</p>	<ul style="list-style-type: none"> • Intentionally causing harm of any kind • Grabbing of the body or clothing 	Grade Two / Three
		<ul style="list-style-type: none"> • Using equipment in a dangerous manner • Repeated offences of the above 	Grade Four
		<ul style="list-style-type: none"> • Punching, kicking, biting, head-butting, spitting and any kind of physical contact where the intent is to harm • Causing physical harm with equipment • Causing severe harm 	Grade Five / Six
4 – Use of substances	<p>Use of alcohol, drugs or other illegal or banned substances.</p> <p>and/or</p> <p>A person whom is under the influence of alcohol, drugs or other illegal substances.</p>	<ul style="list-style-type: none"> • In possession of and consumption of alcohol at the venue 	Grade One
		<ul style="list-style-type: none"> • Repeated offences of the above • Refusal to dispose of substances 	Grade Two / Three
		<ul style="list-style-type: none"> • In possession of drugs or any other illegal or banned substances 	Grade Four
		<ul style="list-style-type: none"> • Continually bringing and/or drinking alcohol at QPRC Aquatics • Use of drugs or other illegal or banned substances at QPRC Aquatics • Repeated offenses of the above 	Grade Five / Six
5 – Disturbing patrons and/or user groups	Acting in such a way that is deemed to be of public nuisance or disturbing the peace.	<ul style="list-style-type: none"> • Minor harassment from patrons 	Grade One
		<ul style="list-style-type: none"> • Aggressive verbal abuse • Ignoring requests and warnings to cease disturbance 	Grade Two / Three

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		<ul style="list-style-type: none"> Refusing to leave QPRC Aquatics when directed to do so 	
		<ul style="list-style-type: none"> Repeated offenses of the above 	Grade Four
		<ul style="list-style-type: none"> Severe disturbance resulting in the centre contacting the police 	Grade Five / Six
6 – Damaging Property	Causing damage to another person’s property or to property belonging to QPRC Aquatics.	<ul style="list-style-type: none"> Continual hard contact with QPRC Aquatics equipment 	Grade One
		<ul style="list-style-type: none"> Intentionally damaging equipment 	Grade Two
		<ul style="list-style-type: none"> Defacing QPRC Aquatics property Causing damage to other users displays Entry to the pool without paying the appropriate fee 	Grade Three
		<ul style="list-style-type: none"> Repeated offenses of the above 	Grade Four
		<ul style="list-style-type: none"> Causing severe damage to QPRC Aquatics property Stealing property 	Grade Five / Six
7 – Bullying, intimidation and/or harassment	Any type	<ul style="list-style-type: none"> Unnecessary physical contact Accidental dangerous play 	Grade One
		<ul style="list-style-type: none"> Harassment of staff or patron Intimidation of staff or patrons 	Grade Two
		<ul style="list-style-type: none"> Intrusive or inappropriate questioning, derogatory name-calling, offensive remarks or jokes Making fun of personal circumstances or appearance Unmerited criticism, isolation, gossip or behaviour that is intimidating or demeaning 	Grade Two / Three

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		<ul style="list-style-type: none"> Leaving repeated or alarming messages on voicemail, emails, SMS, following people home etc. Intentionally following a person, persons and/or teams into the QPRC Aquatics car park 	Grade Four
		<ul style="list-style-type: none"> Touching a person inappropriately Serious threats to a person's wellbeing 	Grade Five
		<ul style="list-style-type: none"> Sexual abuse 	Grade Six
8 – Smoking	Under the Smoke Free Environment Act 2000, smoking is prohibited within four meters of building entrances.	<ul style="list-style-type: none"> Smoking closer than four meters to the Centre's entrance 	Grade One
		<ul style="list-style-type: none"> Repeatedly being asked to move away from the entrance Leaving cigarette butts on the ground 	Grade Two
		<ul style="list-style-type: none"> Refusal to move or dispose of cigarette butts 	Grade Three
		<ul style="list-style-type: none"> Continually refusing to follow the instructions to stop smoking 	Grade Four
		<ul style="list-style-type: none"> Smoking inside the Centre 	Grade Six
9 – Other	Any type	<ul style="list-style-type: none"> Any other offence that does not fit into a category above. 	Variable
		<ul style="list-style-type: none"> Persistently infringing the Conditions of Entry. 	Grade Two

4. Sanctioning Process

Lodgement of Report

The aggrieved individual (normally a staff member) will lodge the report to QPRC Aquatics staff as soon as possible about the reported individual (normally a patron). The report must be received within two business days of the incident to action within these guidelines.

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Determination of Grading

Based on the report, QPRC Aquatics staff will determine a grading. In the instance where two levels of grading are listed, QPRC Aquatics will make a judgement call on what is the most appropriate level of grading.

Communication of Grading

The determined grading and relevant information from the report will be passed on to the patron or parent who is to inform the reported individual. The aggrieved individual will also be notified of the outcome.

Contact Details Not Available

In some instances, we will not have any contact details for the reported individual. We may not even be able to identify the reported individual via name.

This may be due the reported individual being a general entry, part of an external hirer booking and contact details are not available and/or refusing to give contact details.

In this instance, notifications will be available in letter form from QPRC Aquatics.

5. Internal Appeals Process

Notice of Appeal

The reported individual can appeal within one business day of receiving the grading.

An appeal is encouraged if the reported individual believes that the report and / or grading is incorrect.

An appeal is discouraged if the reported individual agrees with the report and / or grading but believes the penalty is harsh.

The reported individual should be aware that an unsuccessful appeal may be subjected to an additional two week penalty to the existing sanction.

Appeal Hearing

In most instances, the Appeal will be held at 5:30pm one week after the incident occurred i.e. if an incident occurred on Wednesday night, the Appeal will look to occur the following Wednesday night.

The following individuals need to be in attendance at the appeal:

- The aggrieved individual
- Individual(s) appealing (reported individual)
- Appeal Chair

The following individuals may be allowed to attend if approved by the Appeal Chair:

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- Witnesses (although their evidence may not be required)
- Parent or Guardian (if any of the individuals are under 18)
- Support persons.

Legal representation will not be permitted.

Order of Events

In most instances, the following will occur at the appeal:

- Relevant people are welcomed
- Relevant information is communicated
- The aggrieved individual puts forward their version of events
- After completion, the individual appealing is able to question their version of events
- The aggrieved individual is asked to leave
- The individual appealing puts forward their version of events
- Witnesses may be called to put forward their version of events
- The Chair will take leave to deliberate
- The Chair will verbally pass on their decision

The decision will be officially communicated via email to the aggrieved individual the following business day.

No Further Avenue of Appeal

There is only one appeals mechanism within Queanbeyan-Palerang Regional Council. The decision of the Chair will be final.

6.External Appeals Process

Individuals that do not agree with the outcome of the Unsuitable Behaviour Guidelines can pursue a civil case through the courts.

For example, if a patron was assaulted whilst attending the venue, they can contact the police.