

Sunshine Coast Council

**Environmental Visitor Centres
Conditions of Participation and Entry**

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Reference document

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Environmental Visitor Centres

Conditions of Participation and Entry

Purpose

Sunshine Coast Council's Environmental Visitor Centres are committed to providing safe, inclusive, welcoming, respectful and child safe environments for all participants, visitors, volunteers and staff.

These Conditions of Participation and Entry apply to all Environmental Visitor Centre programs, activities, workshops, events, functions, guided experiences, school holiday programs, exhibitions and community engagement activities.

By registering for, attending or participating in an Environmental Visitor Centre activity, participants acknowledge and agree to comply with these Conditions of Participation and Entry.

Council reserves the right to refuse entry, remove a participant from an activity, cancel a booking, or restrict future participation where these conditions are not complied with.

Expected Standards of Behaviour

Participants must:

- behave respectfully, courteously and safely towards Council staff, volunteers, contractors, presenters and other participants
- follow all reasonable directions provided by Council staff, volunteers, facilitators or authorised representatives
- treat Council facilities, equipment, resources and the natural environment with care and respect
- contribute to a safe, inclusive and positive experience for all participants
- comply with any safety instructions, emergency procedures, activity guidelines or site-specific requirements
- supervise children or dependants in their care where required
- disclose any relevant medical, accessibility or support requirements that may affect safe participation in the activity
- attend activities in a manner that does not disrupt the experience of others.

Unacceptable Behaviour

Council has zero tolerance for behaviour that compromises the wellbeing, health, safety or security of staff, volunteers, contractors, presenters or participants.

Participants must not:

Abuse, aggression or intimidation

- verbally abuse, harass, threaten, intimidate or assault any person

- engage in aggressive, racist, discriminatory, defamatory, offensive or derogatory behaviour
- physically intimidate, stalk, harass or bully others
- passive aggressive behaviour
- make threats of violence, self-harm or harm towards others or property.

Disruptive conduct

- deliberately disrupt a program, activity, presentation, workshop or event
- repeatedly interrupt facilitators, presenters or participants
- prevent others from participating safely and reasonably
- refuse to comply with reasonable directions provided by Council staff.

Unreasonable conduct towards Council representatives

Participants must not engage in conduct that places unreasonable demands on Council employees, volunteers or resources, including:

- persistent or excessive complaints during an activity
- unreasonable arguments that are not based on fact or evidence
- unreasonable demands regarding program delivery, staffing decisions or activity outcomes
- repeated refusal to accept reasonable explanations, decisions or safety directions
- behaviour that unreasonably consumes staff time or impacts the experience of other participants.

These behaviours are consistent with Council's Unreasonable Conduct (by the public) Policy.

Safety risks

Participants must not:

- act in a manner that places themselves or others at risk
- damage, misuse or remove Council property, equipment or environmental assets
- enter restricted or prohibited areas
- bring weapons or dangerous items to an activity
- participate while affected by alcohol or illegal drugs
- smoke, vape or use prohibited substances except where permitted by law and at designated locations.

Inappropriate content or conduct

Participants must not:

- display, distribute or share offensive, discriminatory or inappropriate material
- take photographs, video or audio recordings of individuals without appropriate consent where consent is required
- engage in behaviour that may cause distress, fear, embarrassment or discomfort to others.

Children and Young People

Council is committed to providing a child-safe and child-friendly environment where children and young people are treated with respect and protected from harm.

- Children and young people participating in activities must comply with all participant behaviour requirements.
- Parents, guardians and carers are responsible for the supervision of children in their care, except where Council has expressly provided authorised supervision as part of an activity.
- Behaviour that places a child or young person at risk, or compromises the safety, wellbeing or enjoyment of participants, will not be tolerated.
- Council reserves the right to refuse entry to, or remove from an activity or facility, any child and/or their parent, guardian, carer or accompanying person where behaviour creates a safety risk, breaches these conditions, or significantly disrupts the experience of others.

Safety and Environmental Requirements

Participants agree to:

- follow all environmental protection requirements
- remain on designated tracks, trails or activity areas where instructed
- avoid disturbing wildlife, habitats, vegetation or cultural heritage values
- wear suitable clothing and footwear for the activity
- participate within their own capabilities and advise staff if they are unable to safely continue.

Council's Response to Inappropriate Behaviour

Where a participant breaches these conditions, Council may take one or more of the following actions:

- provide a verbal reminder or warning
- direct the person to modify their behaviour
- require a participant to leave part or all of an activity
- remove the participant from the venue or activity
- cancel the participant's booking without refund where applicable
- restrict or suspend future participation in Environmental Visitor Centre programs and activities
- refer serious matters to Queensland Police Service or other relevant authorities.

Serious incidents involving aggression, threats, harassment, intimidation, violence, unlawful behaviour or significant safety risks may result in immediate removal without prior warning.

Acceptance of Conditions

By registering for, attending or participating in an Environmental Visitor Centre program, activity, workshop, event or function, participants acknowledge that they have read, understood and agree to comply with these Conditions of Participation and Entry.

Failure to comply with these conditions may result in removal from the activity and restrictions on future participation in Council programs.



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