

	<b>MANAGEMENT POLICY</b>	
	<b>Brolga Theatre and Convention Centre Conditions of Entry</b>	
	Policy Number	MP099
	Directorate	Strategy, Community & Development
	Owner	Ken Diehm, Chief Executive Officer
	Last Approved	09 October 2024
	Review Due	09 October 2026

## 1. PURPOSE

This policy defines Conditions of Entry to be abided by all persons using or visiting the Brolga Theatre and Convention Centre to enable the Venue to operate efficiently and effectively for the benefit of the community.

## 2. SCOPE

The scope of this policy applies to all Patrons, Staff and contractors visiting or working within the Brolga Theatre and Convention Centre and its immediate vicinity.

## 3. HEAD OF POWER

Local Government Act 2009 – Section 9

## 4. DEFINITIONS

To assist in the interpretation of this Policy the following definitions apply:

**“Abuse”** means the violation of an individual’s human or civil rights, through the act or actions or intentions of another person or persons. This may include any form of physical, psychological or emotional abuse, racial vilification or sexual abuse.

**“Acceptable Form of ID”** means personal identification (ID) that is acceptable, by law, in a Licensed Venue – this includes a photo ID card, an Australian driver licence or learner permit including a Queensland digital licence, a foreign driver licence, a passport from any country or a recognised proof-of-age card. The ID document must be current and include a photo of the person and their date of birth.

**“Behaviour”** means the way a person acts or conducts themselves towards others.

**“Child/Children”** means a person/s who is under 12 years of age.

**“Council”** means Fraser Coast Regional Council.

**“Direction/s”** refers to all reasonable requests, instructions or directions given by FCRC Staff or authorised contractors. This includes announcements, signage and notices.

**“Filming”** refers to all images captured on digital or film cameras, digital tablets, mobile phones or other smart devices.

**“Licensed Venue/Event”** means the Venue and/or Event holds a license to sell alcohol/liquor for on-premises consumption.

**“Minor/s”** means a person/s who is under 18 years of age.

**“Mobile Devices”** include any mobile telephones and watches, paging devices, tablets and other personal devices.

**“Patron”** refers to all persons visiting or using a Venue as a paying customer or guest.

**“Performance Location”** means a stage, auditorium or any area at the Venue or any other location where the Brolga Theatre and Convention Centre holds a performance event.

**“Photography”** refers to all still images captured on digital or film cameras, digital tablets, mobile phones or other smart devices.

**“Presenter”** means the person or entity which is managing, producing, promoting, presenting or otherwise providing the performance or event, including as hirer, engaged artist or co-presenter.

**“Public Nuisance”** means a person or persons who behave in a disorderly, offensive, threatening or violent way and whose behaviour interferes or is likely to interfere with normal operations (including Staff duties), exhibition programs or Patrons’ enjoyment of Venues.

**“Recording Devices”** include recording or live streaming devices of any kind including still and digital image capture devices, sound recorders, video cameras or recorders, mobile phones, watches, tablets and other personal devices.

**“Responsible Adult”** means a person aged 18 years and over who is the parent, guardian, or carer of a Child or Minor or who has been designated by the parent or guardian as being responsible for the Child or Minor (verification may be requested by Staff).

**“RSA”** means responsible service of alcohol in accordance with the Liquor Act 1992.

**“Smoking”** means a tobacco product, any type of cigarette or smoking pipe or apparatus including e-cigarettes.

**“Staff”** refers to both paid and non-paid (volunteer) workers for Council.

**“Unruly Behaviour”** refers to drunken, disorderly, violent or any behaviour that is deemed unacceptable by Council.

**“Unsupervised Child”** means a child under 18 years of age who is not within the line of sight of the Responsible Person; or a child under the age of 18 years who cannot identify their Responsible Person to Venue Staff.

**“Venue”** means The Brolga Theatre and Convention Centre and its immediate vicinity including associated entrances, carpark and grounds.

## 5. POLICY STATEMENT

The Brolga Theatre and Convention Centre is committed to providing a safe, welcoming and respectful environment for all to enjoy, and strive to provide targeted resources and programs to meet the needs of the Fraser Coast community. By entering the Venue, Patrons must abide by these conditions. Failure to do so may result in refusal of entry, eviction, suspension or ban from the Venue in accordance with Fraser Coast Regional Council's Customer Behaviour Policy.

### 5.1. Expected Behaviours

All Patrons must:

- a. be responsible for their own behaviour and that of any children/persons in their care;
- b. act in a courteous and respectful manner;
- c. abide by all reasonable directions given by Staff;
- d. adhere to all Venue or Fraser Coast Regional Council policies and procedures and public health directives which may be in place;
- e. respect Venue resources and other Venue Patron's property;
- f. be responsible for all personal belongings and property;
- g. respect the designation of particular areas in the Venue for particular purposes;
- h. inform venue Staff directly of any concerns relating to the behaviour of other Patrons;
- i. meet acceptable levels of dress and personal cleanliness, appropriate footwear and clothing must be worn at all times whilst on venue premises; and
- j. leave the Venue promptly at closing time and also during emergency drills and real emergencies.

### 5.2. Unacceptable Behaviours

Venue Patrons must not:

- a. interfere with personal or Council property including misuse, theft, damage or vandalism;
- b. cause disruption to the Venue's business or operations;
- c. interfere with or disrupt other Venue Patrons or Staff, artists, performers or crew;
- d. inappropriately use Venue systems and processes;
- e. enter non-public areas of the Venue without staff permission;
- f. run in the Venue;
- g. act in a violent, aggressive, discriminative or harassing manner;
- h. verbally or otherwise, abuse other Venue Patrons or Staff;
- i. display unsociable or unruly behaviour including offensive, obscene or threatening language or gestures;
- j. make excessive noise including inconsiderate use of mobile phones and listening devices;
- k. take photographs or other imagery/video or audio recordings of a person without that person's consent (refer section 5.12);
- l. use the internet/Wi-Fi services in an unacceptable manner;
- m. be under the influence of, consume, administer or distribute illicit drugs while on venue premises;
- n. become unduly intoxicated (refer to section 5.15) or affected by a prohibited substance;
- o. smoke in the Venue or within five metres of the entry point into the building (refer section 5.14);
- p. solicit business or undertake fundraising, canvassing or hawking including selling raffle tickets on Venue premises unless approved by an authorised Staff member;
- q. distribute a petition, information on personal viewpoints or conduct a survey unless approved by an authorised Staff member; and
- r. bring an animal, bird or reptile into the venue (except certified Guide, Hearing or Assistance dogs – refer to section 5.9).

### **5.3. Refusal of Entry or Eviction**

For the comfort, safety and enjoyment of patrons, Council reserves all rights of admission to the Venue. Council may refuse entry to, or evict any person:

- a. who displays any of the unacceptable behaviours outlined in section 5.2;
- b. who creates a risk to the safety of other Patrons or Staff;
- c. and who behaves in a manner that creates a risk to the safety of themselves or other Patrons or Staff
- d. whose Behaviour and/or actions constitute a Public Nuisance;
- e. wearing inappropriate clothing including no footwear;
- f. who attempts to bring any restricted or prohibited item into a venue (refer to section 5.8);
- g. who does not comply with Liquor Licensing regulations for the Licenced Venue; and
- h. who does not comply with current Public Health Directions that apply to the Venue.

### **5.4. Minors in the Licensed Venue**

- a. As the Brolga Theatre and Convention Centre is a Licensed Venue, according to the Liquor Act 1992, it is illegal for Minors to be on the premises except in the following circumstances:
  - I. Is accompanied by a Responsible Adult who is supervising the Minor.
  - II. Is working in the Venue as a member of Staff or receiving training for employment or work experience or performing duties for Council.
  - III. Is attending a function or event on the premises.
  - IV. Is eating a meal on the premises.
- b. It is a requirement of the Liquor Act 1992 that Staff are responsible for ensuring Minors don't enter or remain on the Venue's licensed premises other than in the above exempted circumstances. An Acceptable Form of ID must be show to Staff as proof of age upon request.
- c. If a Minor is found to be unattended by a Responsible Person, other than in the above exempted circumstances, Staff will take action to resolve this situation. Staff will attempt to contact the parent/guardian/carer of the Minor or the Queensland Police Service as determined appropriate.

### **5.5. Children attending Venue Activities**

- a. A Responsible Person is required to supervise a Child's attendance at the Venue as well as monitoring their Behaviour.
- b. If a Child is participating in a Venue activity, a Responsible Adult must complete a registration form with contact details or remain within the Venue for the duration of the activity.

### **5.6. Age Suitability and Admission of Children and Minors to Performances**

Some performances/events may be considered and/or presented as unsuitable for Children or Minors. The Venue and Presenter will provide detail regarding recommended audience age suitability as part of the event listing on the Venue's website. The attendance of Children or Minors is at the discretion of the parent/carer/guardian or other designated Responsible Person.

### **5.7. Artwork and Displays**

Patrons are to refrain from touching or, in any other way, interfering with equipment and items on display. This does not apply to exhibitions or displays labelled as interactive, or for equipment used during workshops.

### **5.8. Personal Property**

- a. The Venue will not be responsible for any loss of personal property of Patrons or damage incurred while using facilities.
- b. Walking aids, prams and strollers are permitted within the Venue. Patrons must take care when using walking aids, prams and strollers to avoid any damage to other persons as well as objects, equipment and displays. The Venue offers parking areas for these items. Patrons may be asked to leave these items in designated areas and do so at their own risk.
- c. The Venue may require Patrons to cloak their bags due to their size and potential to cause discomfort for other Patrons. Bags can be left at the Box Office where available although Patrons do so at their own risk. Council reserves the right to inspect Bags and Items on entry/exit into the Venues.

### **5.9. Lost Property**

- a. All lost property handed in and/or found will be stored in a secure location.
- b. Lost property will be held for three months, at the end of that time items will be disposed of, recycled or given to charity.

### **5.10. Prohibited Items**

- a. Prohibited items are not allowed in the Venue unless prior approval has been granted by the venue for theatrical purposes.
- b. Prohibited items include, but are not limited to:
  - Weapons, including knives, or any item which may be used as a weapon;
  - Dangerous, hazardous or illegal items or substances;
  - Flammable devices, fireworks, explosives, smoke canisters, aerosols, air-horns, sealants and adhesives, noisemakers, flares, laser devices or pointers;
  - Alcoholic beverages purchased externally; and
  - Any other item which:
    - presents or may present a risk to the health or safety of any person; or
    - poses or may pose a hazard or nuisance to any person; and/or any item that the Venue suspects could be any of the above.
- c. Patrons identified with prohibited items will be asked to leave the Venue. If a Patron refuses to leave, Staff will take necessary action, including removing or confiscating prohibited items and/or contacting the Queensland Police Service.

### **5.11. Animals**

- a. A person who relies on a Certified Guide, Hearing or assistance dog (as defined under the [Guide, Hearing and Assistance Dogs Act 2009 \(Qld\)](#)) will have the same access rights as other members of the public and they will not be segregated from other Patrons or separated from their dog.
- b. Council reserves the right to refuse entry if an Identity Card cannot be produced to confirm certification of the dog.

- c. No uncertified dog or other animal may be brought into the Venue.

#### **5.12. Photography, Filming and Recording**

- a. Non-flash Photography and Filming for private purposes is permitted, except in areas where Photography/Filming is restricted, and signage and notices are displayed or announced.
- b. Photography and Filming for any commercial purpose must not occur unless prior written permission is sought and obtained from Council.
- c. Any close-up Photography or Filming of Children is not permitted in the Venue unless permission has been gained from a Responsible Person prior to the activity. For promotional and publicity purposes, Council will obtain written permission from a Responsible Person before any close-up Photography and/or Filming takes place.
- d. Photography or Filming any part of Council's internal security apparatus, including CCTV cameras, movement detectors and/or security Staff is not permitted.
- e. You must not use any Recording Devices in any Performance Location, except in accordance with any Directions (which may be made at the request of the Presenter).

#### **5.13. Mobile Devices**

Mobile Devices must be turned off or silenced in any Performance Location.

#### **5.14. Smoking**

As per legislative requirements, Smoking is prohibited in the Venue including or within five metres of the entry point into the building; except for in designated, and clearly signed, outdoor smoking areas.

#### **5.15. Food and Drink**

The Venue is a Licensed Premise, operating under the authority of a Commercial Other Subsidiary On-Premises License. Responsible Service of Alcohol (RSA) is important to our Venue for legal, health and social reasons.

- a. Staff will ensure that Patrons do not become unduly intoxicated and present a problem for Staff and other Patrons, or a safety risk to themselves by establishing the following conditions in line with RSA guidelines.
- b. Unduly intoxicated persons will not be permitted to enter the Venue.
- c. Staff will refuse service to intoxicated and disorderly persons.
- d. Persons believed to be approaching an unduly intoxicated or disorderly state will be provided with assistance by Staff to arrange their departure from the Venue. The offer of a phone call to taxi and or nominated person and a place to sit until departure will be provided.
- e. The sale or supply of liquor to Minors will not be permitted.
- f. An Acceptable Form of ID must be provided as proof of age when requested by Staff.
- g. Patrons must not alcoholic beverages into the Venue or take any alcoholic beverages purchased at the Venue outside of the Venue.
- h. Patrons must not bring food or non-alcoholic beverages into the Venue, except when previously approved by authorised Staff.

## 6. ASSOCIATED DOCUMENTS

[Fraser Coast Regional Council Customer Behaviour Policy \(eDOCS #3628794\)](#)

[Local Government Act 2009](#)

[Copyright Act 1968](#)

[Liquor Act 1992](#)

[Tobacco and Other Smoking Products Act 1998](#)

[Guide, Hearing and Assistance Dogs Act 2009](#)

[Brolga Theatre and Convention Centre Conditions of Ticket Sale \(eDocs #5063055\)](#)

[Live Performance Australia Ticketing Code of Practice](#)

[Brolga Theatre and Convention Centre Risk Assessed Management Plan \(RAMP\) \(eDOCS #4026215\)](#)

[Commercial Other – Subsidiary On Premises Licence - Licence No. 173096 \(eDocs #4142359\)](#)

## 7. REVIEW

This Policy will be reviewed when related legislation/documents are amended or replaced, other circumstances as determined from time to time by Council or at intervals of no more than two years.

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### Version Control

Version Number	Key Changes	Approval Authority	Approval Date	Document Number
1	New Policy	ELT	09/10/2024	4888918
2				