

# Responsible Conduct Procedure

## Queensland State Archives

Version number: 1.0	Reference number: 14/17148
Policy owner: Collections and Access	Total number of pages: 8
Effective date: 21 May 2015	Review date: May 2018

### 1. Associated policy

Queensland State Archives' (QSA) Service Charter outlines the standards of service that customers of QSA's access services can expect from QSA and the behaviours expected of customers by QSA.

This procedure sets out the actions that will be taken if customers do not meet the expectations outlined in the Service Charter.

This procedure applies to visitors on the QSA premises, as well as interactions at external locations between customers and QSA staff and communications via phone, letter, fax, email or social media channels.

This procedure defines unacceptable behaviour - including infringement of security and safety - and establishes how QSA staff respond if these behaviours occur elsewhere in this document.

### 2. Guidelines

Action is guided by the definitions of unacceptable behaviour and infringement of security and safety as outlined in attachment 1 of this procedure.

Guidelines for acceptable behaviour are:

- QSA premises are safe and welcoming for both visitors and staff
- QSA is a place where all visitors and staff can expect to be treated with courtesy and respect.

QSA staff are empowered to take action in accordance with these procedures if an incidence of unacceptable behaviour or infringement of security or safety occurs.

The building security officer may exercise their powers following incidents of unacceptable behaviour or infringement of security or safety.

### 3. Key roles with responsibilities

Position	Responsibilities
<b>Executive Director and State Archivist</b>	Consider customer complaints or appeals regarding bans.
<b>Director Collections and Access</b>	<p>Discuss unacceptable behaviour incident reports with Manager Public Access and Manager Client Services to determine whether any further action is required, such as the issue of a ban and the length of the ban.</p> <p>If required, notify the customer in writing of the ban and length of time for the ban.</p>
<b>Manager Client Services</b>	Discuss unacceptable behaviour incident reports with Manager Public Access and Director Collections and Access to determine whether any further action is required.
<b>Manager Public Access</b>	<p>Receive notification from Public Access staff if an <i>Unacceptable behaviour incident report</i> is recorded in TRIM.</p> <p>Discuss <i>Unacceptable behaviour incident reports</i> with Manager Client Services and Director Collections and Access to determine whether any further action is required.</p> <p>Monitor reports for any trends.</p> <p>Advise Public Access staff of their responsibilities under this procedure.</p> <p>Support Public Access staff subject to unacceptable behaviour or infringements of security and safety.</p>
<b>Public access staff</b>	<p>Caution customers in response to incidents of unacceptable behaviour or infringement of security and safety.</p> <p>Record incidents in an <i>Unacceptable behaviour incident report</i> in TRIM.</p> <p>Report incidents to Manager Public Access at the earliest opportunity. If Manager Public Access is unavailable, staff must report incident to another Manager, Senior Manager or Director Collections and Access at the earliest opportunity. The report should include a copy of the <i>Unacceptable behaviour incident report</i>.</p>
<b>Building security officer</b>	Onsite building security officers are empowered officers and may exercise such functions and powers as stated in part 3 of the <i>State Buildings Protective Security Act 1983</i> .

### 4. Responding to unacceptable behaviour or infringement of safety or security

**Duress buttons** are located at the reference and reception desks. If at any time staff or customers feel threatened, the **first response** by staff should be to press the duress to summon the building security officer for assistance.

## If unacceptable behaviour has occurred – in the Reading Room

Examples of unacceptable behaviour are outlined in attachment 1 of this procedure.

### (1) Initial response to incident:

- quietly and calmly speak to the person and briefly outline the observed unacceptable behaviour
- succinctly explain why the behaviour is unacceptable
- encourage them to behave in a more considerate manner.

### (2) Second response when unacceptable behaviour continues:

- quietly and calmly speak to the person and indicate that this is a second caution as they have continued unacceptable behaviour despite an initial caution
- encourage them to behave in a more considerate manner
- indicate that a third caution will be grounds to ask them to leave.

### (3) Final response when unacceptable behaviour continues:

- quietly and calmly speak to the person and indicate that this is the third and final caution for continued unacceptable behaviour
- ask the person to leave
- if the person refuses to leave, contact the building security officer to escort them.

QSA staff will report on incidents of unacceptable behaviour where a third response has been required between QSA staff and the customer, in accordance with section 6 of this procedure.

## If infringement of security and safety has occurred – in the Reading Room

Examples of infringement of security and safety are outlined in attachment 1 of this procedure.

### (1) Initial response when infringement of security and safety has occurred:

- in a clear and calm manner, ask the person to cease and desist from behaviour or language which is an infringement of security and safety
- if you are concerned for your security and safety by an immediate threat:
  - a. use the duress button at the desk to summon the building security officer
  - b. alert others around you that there is an immediate threat to your security or safety.

### (2) Second and final response when infringement of security and safety has occurred:

- in a clear and calm manner, tell the person that this is a final caution for continued behaviour or language which is an infringement of security and safety and they will now be asked to leave
- contact the building security officer to escort them
- if you are concerned for your security and safety by an immediate threat:
  - c. use the duress button at the desk to summon the building security officer

- d. alert others around you that there is an immediate threat to your security or safety.

QSA staff will report on infringements of security or safety when a second response has been required between QSA staff and the customer, or when the building security officer has been summoned, in accordance with section 6 of this procedure.

### Unacceptable behaviour or infringement of security or safety – other communications

Unacceptable behaviour or infringements of security or safety may occur in other interaction with customers, for example abusive language in phone calls, emails or on social media. Similar principles as outlined in 4.1 and 4.2 apply. The response may vary depending on the form of communication but will usually involve a warning, followed by a termination of communication. You may wish to consult with the Manager Public Access, or Manager Marketing and Communications in the case of social media channels, on an appropriate response.

Below is an example of an appropriate response to unacceptable behaviour on the telephone:

#### **(1) Initial response to unacceptable behaviour:**

- quietly and calmly speak to the person and briefly outline the observed unacceptable behaviour
- succinctly explain why the behaviour is unacceptable
- encourage them to behave in a more considerate manner.

#### **(2) Final response when unacceptable behaviour continues:**

- quietly and calmly speak to the person and indicate that this is a final caution as they have continued the unacceptable behaviour despite an initial caution
- encourage them to behave in a more considerate manner
- indicate that the communication between QSA staff and customer will now be terminated.

QSA staff will report on any incidents when communication has been terminated with the customer, in accordance with section 6 of this policy.

## 5. Consequences for unacceptable behaviour or infringement of security and safety

Bans may be issued for a customer who:

- has been the subject of more than one *Unacceptable behaviour* incident report in a twelve month period, whether in the Reading Room or through other communications, and/or
- is removed due to infringement of security or safety.

Depending on the nature of the incidents, the bans may be for access to the Reading Room alone, or extend to other communications.

The Manager Public Access is to monitor the register and identify whether a ban needs to be considered, and notify the Manager Client Services and Director Collections and Access if necessary.

If a ban is warranted, the Director Collections and Access will write a letter to the customer within 30 days of the final incident giving rise to the ban. The letter will:

- inform the customer that they are subject to a ban for contravention of the responsible conduct clause of the Service Charter
- include the duration of the ban
- provide details of the procedure under which the ban was issued, and
- notify them of their right to appeal.

The Executive Director & State Archivist, the building security officer and Reception will be notified of the name of the customer issued with a ban, and its duration.

Duration of a ban:

- for a customer who has been the subject of more than one *Unacceptable behaviour incident report* – up to 6 months
- for an infringement of security or safety – up to 12 months.

Second or subsequent bans may be for longer, or permanent.

## 6. Reporting requirements

Staff will report on incidents to the Manager Public Access at the earliest opportunity when:

- a third response for unacceptable behaviour has been required in the Reading Room
- a second response for infringement of safety and security
- if the building security officer has been summoned to the Reading Room, or
- if another form of communication was terminated.

If the Manager Public Access is unavailable, the incident must be reported to the Manager Client Services, Manager Collections and Preservation or the Director Collections and Access.

To record any reportable incident:

- Complete an *Unacceptable behaviour incident report* in TRIM with full details of the individual(s) and circumstances involved.
- Complete the *Unacceptable behaviour and incidents of infringement of security and safety register* ('the register') in TRIM. This register tracks details of any further action taken in response to an incident.

The Manager Public Access will discuss with the Manager Client Services and the Director Collections and Access whether any further action is required following the recording of an *Unacceptable behaviour incident report*. If a ban is to be issued, it must be communicated to the customer within 30 days of the incident and logged in the register.

## 7. Right of Appeal

All customers have the right of appeal following the issue of a ban for unacceptable behaviour or infringement of security and safety. Customers can submit an appeal in writing following receipt of a ban issued by the Director Collections and Access.

All appeals must be received within 30 days of the issue of the ban, to be reviewed by the Executive Director and State Archivist, in writing to:

Executive Director and State Archivist  
Queensland State Archives  
PO Box 1397  
SUNNYBANK HILLS QLD 4109  
email: [info@archives.qld.gov.au](mailto:info@archives.qld.gov.au)

and include reason(s) why the ban is unnecessary or unreasonable.

Following review of the ban, the customer will be notified in writing by the Executive Director and State Archivist of the final decision.

## 8. References

The requirements set out in this document are based on, and are consistent with, relevant government legislation, regulations, directives, information standards and/or policies at the time of publication.

### **QSA documents**

Service Charter (TRIM 14/22364)

Unacceptable behaviour and incidents of infringement of security and safety register (TRIM 14/22766)

Unacceptable behaviour incident report – template (TRIM 14/22756)

## 9. Approval

Approved by Kit Kugatoff, A/Executive Director and State Archivist on 21 May 2015