

| Policy: | Policy Manual No. | Authorised By: | Policy Section: | Effective: | Review Date: |
|-------------------------------------|-------------------|------------------|-----------------------------------|---------------|----------------------|
| Dogs / Animals on Site Policy (DAS) | FAC-DAS | Governance Group | Venue Hire and Facility Use (FAC) | Upon approval | April 2029; 3-yearly |

Dogs / Animals on Site Policy (DAS)

Public-facing policy for managing animals on Glenfield Community Centre property

Property of Glenfield Community Centre Incorporated

Last reviewed April 2026 | Next review April 2029 | Version 2026.1

1 Purpose:

The purpose of this policy is to ensure that animals on Glenfield Community Centre Incorporated (GCC) property are managed in a way that protects accessibility, health and safety, animal welfare, lawful access rights, public comfort, facility cleanliness and the proper use of the Centre.

2 Scope:

This policy applies to all animals brought onto GCC buildings, grounds, carparks, courtyards, entrances, walkways and any other area under GCC management or control.

This policy applies to Governance Group members, officers, staff, volunteers, contractors, tenants, hirers, members, visitors, service users, event attendees and any other person entering or using GCC property.

This policy does not apply to animals that remain outside GCC property and under the control of their owner, except where their behaviour, waste, noise or presence affects GCC property, users, neighbours, access, safety or operations.

3 Policy Statement:

Animals are not permitted inside GCC buildings or on GCC grounds unless they are permitted under this policy, approved by GCC, or required to be admitted by law.

Certified disability assist dogs have lawful access rights and must be welcomed appropriately. GCC will not refuse access to a person because they are accompanied by a certified disability assist dog, except where a lawful safety or control issue requires immediate management.

Emotional support animals, therapy animals, companion animals and pets do not have the same automatic access rights as certified disability assist dogs. They may only be brought onto GCC property with prior approval from the Centre Manager or where specifically permitted in writing.

All animals permitted on site must be kept under effective control, must not create a nuisance or hazard, and must not interfere with the safety, dignity, accessibility or enjoyment of other Centre users.

This policy must be read consistently with the GCC Constitution, including the Society's Principles, Objects, Governance Group powers, health and safety responsibilities, dispute-resolution requirements and Appendix A values.

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4 Definitions:

Animal: Any dog or other animal brought onto GCC property, whether as a pet, companion animal, disability assist dog, official animal, therapy animal, event animal or approved animal.

Disability Assist Dog: A dog certified by an organisation authorised under Schedule 5 of the Dog Control Act 1996 as being trained, or in training, to assist a person with a disability.

Handler: The person responsible for the animal while it is on GCC property, including an owner, trainer, support person, contractor, security provider or other person in charge of the animal.

Approved Animal: An animal that GCC has expressly approved to be on site for a specified purpose, date, area or activity.

Official Animal: An animal brought onto site by Police, emergency services, security, dog-control, pest-control or other authorised official service.

Companion, Therapy or Emotional Support Animal: An animal that provides comfort, support or therapeutic benefit but is not a certified disability assist dog unless it has been certified under the Dog Control Act 1996.

Under Effective Control: Managed by the handler so the animal does not roam freely, cause nuisance, create risk, approach people without consent, damage property, foul the site, block access, or behave aggressively or disruptively.

Animal Incident: Any event involving an animal that causes or could cause injury, fear, distress, property damage, contamination, access issues, hygiene issues, nuisance, complaint, or operational disruption.

5 Roles and Responsibilities:

Governance Group: Approves this policy and maintains oversight where animal-related issues create governance, legal, health and safety, accessibility, reputational or systemic risk.

Centre Manager: Owns implementation of this policy, considers approval requests, manages incidents or complaints, and may place conditions on animal access where lawful and reasonable.

Staff and volunteers: May remind users of this policy, refer approval requests to the Centre Manager, record incidents, and take immediate action where there is a safety, access or operational concern.

Hirers, tenants and event organisers: Must ensure their participants, contractors, guests and attendees understand and follow this policy and any related room-hire or site-use conditions.

Handlers: Must keep the animal under effective control, clean up after it, prevent nuisance or harm, comply with lawful instructions, and remove the animal if required for safety or policy reasons.

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Visitors and service users: Must respect disability assist dogs and other approved animals on site and must not distract, feed, touch or interfere with a working animal without the handler's permission.

6 Procedure / Implementation:

6.1 Animals generally:

Pets and other non-approved animals are not permitted on GCC property. A person wanting to bring an animal on site must obtain prior approval from the Centre Manager unless the animal is a certified disability assist dog or official animal.

Approval may be declined or made subject to conditions where the animal's presence could create health and safety, hygiene, allergy, phobia, access, noise, heritage, cleaning, insurance, tenancy, room-hire or operational concerns.

6.2 Disability assist dogs:

Certified disability assist dogs are permitted on GCC property. GCC may ask which authorised organisation certified the dog or ask to see recognised identification where this is reasonable, but must not ask intrusive questions about the person's disability.

A disability assist dog must remain with and under the control of its handler. If the dog is out of control, aggressive, fouls the site and is not cleaned up after, or creates an immediate safety issue, GCC may take proportionate action to manage the risk while also considering reasonable access for the person with the disability.

6.3 Companion, emotional support and therapy animals:

Companion, emotional support and therapy animals are not automatically permitted on GCC property. GCC may approve them for a specific activity or support purpose where appropriate, subject to conditions including supervision, hygiene, room suitability, notice to affected users, insurance, and health and safety controls.

6.4 Events, education, contractors and official animals:

Animals may be approved for a programme, event, education activity, pest-control, security, emergency response or other operational purpose. Approval must be in writing and must specify any conditions, including areas permitted, supervision, cleaning, waste, safety controls, participant notification and insurance where relevant.

6.5 Site rules for approved animals:

- Animals must remain under effective control at all times.
- Animals must not be left unattended, tied to buildings, roaming, or confined in a way that creates a safety or welfare concern.
- Animals must not enter food preparation areas unless access is legally required or specifically approved.

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- Handlers must immediately clean up animal waste and remove it from the site.
- Animals must not block entrances, exits, accessible routes, toilets, kitchens, carparks or evacuation routes.
- Animals must not be used in a way that intimidates, harasses or excludes other Centre users.
- Any bite, scratch, aggressive behaviour, contamination, damage, escape, complaint or near miss must be reported to GCC as soon as practicable.

6.6 Incident response:

If an animal creates an immediate safety risk, staff or the person in charge may require the animal to be removed from the site, isolate the affected area, contact emergency services, contact Auckland Council Animal Management, seek medical assistance, record the incident, and notify the Centre Manager or Chair where required.

7 Monitoring, Reporting and Breach Management:

Animal-related incidents, complaints, approvals and significant near misses must be recorded in a manner proportionate to the risk. The Centre Manager may maintain an Animal Approval and Incident Register where required.

Non-compliance with this policy may result in refusal of entry, removal of the animal, cancellation or restriction of room hire, conditions on future bookings, recovery of cleaning or repair costs, notification to Auckland Council Animal Management, or other lawful and proportionate action.

Where an issue involves disability access, health and safety, discrimination, privacy, employment, tenancy, membership, complaints or contractor management, the matter must be managed consistently with the relevant GCC policy and legal process.

8 Legal and Compliance Requirements:

This policy is intended to support compliance with current statutes, regulations, bylaws, constitutional requirements, venue-use obligations and recognised good-practice requirements relevant to animal access and safety.

Relevant requirements include, but are not limited to:

- GCC Constitution;
- Dog Control Act 1996;
- Human Rights Act 1993;
- Health and Safety at Work Act 2015;
- Animal Welfare Act 1999;
- Auckland Council dog management bylaws, policies and access rules where applicable;
- Room Hire Agreement and Room Booking Terms and Conditions; and
- recognised good-practice guidance relevant to disability access, public safety, facility use and animal management.

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The GCC Constitution prevails where it prescribes a process for member complaints, Governance decision-making, financial gain, constitutional records or dispute resolution. If there is any inconsistency between this policy and the Constitution, the Constitution prevails unless Governance determines that the Constitution itself requires amendment to comply with law.

9 Related Documents:

- GCC Constitution;
- Policy and Procedure Framework;
- Master Policy and Procedure Register;
- Health and Safety Policy;
- Health and Safety Requirements for Hirers;
- Room Hire Agreement and Room Booking Terms and Conditions;
- Complaints and Feedback Policy;
- Conflict of Interest Policy;
- Privacy and Confidentiality Policy;
- Incident reporting records;
- Animal Approval and Incident Register, if used; and
- This policy supersedes the Dogs Policy (DP) July 2024 once approved.

10 Document Management Control:

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|-------------------------|--|
| Prepared by | Centre Manager |
| Policy Owner | Centre Manager |
| Authorised by | Governance Group |
| Approved by | Governance Meeting Motion: [insert motion number] |
| Date issued | April 2026 |
| Last reviewed | April 2026 |
| Review frequency | Three-yearly, or earlier if legislation, governance, risk, access, health and safety, complaint pattern, facility-use or operational requirements change |
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Appendix One - Public Guidance for Visitors and Hirers:

The following short guidance may be used on the website, in room-hire information, signage, or event information.

| Topic | Guidance |
|------------------------------------|--|
| General rule | Please do not bring pets or animals onto GCC property unless they are certified disability assist dogs, official animals, or have been approved by GCC in advance. |
| Disability assist dogs | Certified disability assist dogs are welcome. Please do not pat, feed, distract or interfere with a working dog without the handler's permission. |
| Other support animals | Therapy, emotional support, companion animals and pets are not automatically permitted. Please contact the Centre Manager before bringing any animal onto site. |
| Control and cleanliness | Approved animals must remain under effective control at all times. Handlers must clean up animal waste immediately and remove it from the site. |
| Safety concerns | Report animal incidents, uncontrolled animals, aggressive behaviour, fouling, damage, or access concerns to GCC staff or the Centre Manager as soon as practicable. |
| Emergency or immediate risk | If there is an immediate risk to people or animals, call 111. For Auckland Council animal management issues, contact Auckland Council through its current public contact channels. |

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Appendix Two - Animal Approval and Incident Register Fields:

The Animal Approval and Incident Register should record the following information where relevant, unless Governance approves a different structure.

| Field | Purpose |
|-------------------------------------|--|
| Reference number | Unique approval or incident reference. |
| Date received / occurred | Date of approval request, complaint, incident or near miss. |
| Person / organisation | Name and contact details of handler, hirer, tenant, visitor, contractor or other party. |
| Animal type | Disability assist dog, approved animal, official animal, pet, therapy animal, companion animal, emotional support animal or other. |
| Purpose or context | Reason the animal was on site, event or booking involved, area used, and whether approval was granted. |
| Conditions / controls | Any conditions imposed, such as supervision, cleaning, room limits, notification, insurance, access route or exclusion area. |
| Incident / complaint summary | Plain-English summary of what happened or what was raised. |
| Action taken | Immediate response, removal, cleaning, medical assistance, advice sought, reporting, communication or follow-up action. |
| Outcome / decision | Approval granted or declined, incident closed, future restriction, charge applied, referral made or other outcome. |
| Follow-up required | Policy review, staff guidance, hirer communication, signage, cleaning, maintenance, safety control or reporting to Governance. |
| Notes | Any privacy, access, disability, health and safety, legal or complaint-handling considerations. |