

Policy:	Policy Manual No.	Authorised By:	Policy Section:	Effective:	Review Date:
Noticeboard and Signage Policy (NS)	COM-NS	Governance Group	Website, Media and Communications (COM)	Upon approval	April 2029; 3-yearly

## Noticeboard and Signage Policy (NS)

*Public-facing policy for approving, displaying and managing notices, posters, banners and signs at Glenfield Community Centre*

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 notices, posters, flyers, banners, temporary signs, directional signs and other display material at Glenfield Community Centre Incorporated (GCC) are managed in a lawful, safe, tidy, accessible and community-appropriate way.

### 2 Scope:

This policy applies to material displayed on GCC noticeboards, windows, doors, walls, entrances, courtyards, carparks, fences, exterior areas, room doors, sign holders, shared spaces, digital displays if used, 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, community partners, event organisers and any other person or organisation wanting to display material at GCC.

This policy does not replace specialist approval requirements for permanent signage, exterior signs, heritage building signage, election signs, road-facing signs, traffic management signs, emergency signs, health and safety signs, tenancy signage or legal notices where a more specific process applies.

### 3 Policy Statement:

GCC recognises that notices and signs are important for community communication, wayfinding, safety, events, services and public information. GCC also has a responsibility to prevent visual clutter, unsafe placement, damage to property, unlawful content, discriminatory material, misleading advertising, privacy concerns and inappropriate use of Centre branding.

All notices, posters, banners and signs displayed at GCC must be approved, suitable for the location, relevant to the Centre or local community, respectful of GCC’s community purpose, and consistent with this policy.

GCC may approve, decline, relocate, alter, remove, dispose of or require removal of material where it is unauthorised, out of date, damaged, unsafe, offensive, discriminatory, defamatory, misleading, commercial beyond what GCC permits, politically inappropriate for the context, harmful, privacy-intrusive, visually excessive, incorrectly fixed, or inconsistent with GCC’s Constitution, values, policies, room-hire terms or legal obligations.

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

## 4 Definitions:

**Notice:** A printed, written or displayed item intended to communicate information about an event, activity, service, group, programme, opportunity, announcement or public matter.

**Signage:** Any sign, poster, banner, placard, A-frame, directional sign, window sign, wall sign, exterior sign, election sign, safety sign, wayfinding sign, digital display or similar communication material.

**Noticeboard:** A GCC-approved display board or display area intended for temporary notices or community information.

**Public Notice:** Material intended for viewing by visitors, hirers, tenants, members, service users or the general public.

**GCC Branding:** GCC's name, logo, strapline, colours, design elements, images, templates, website, social media handles or any other material that could imply GCC endorsement, partnership or authorship.

**Authorised Display Area:** A noticeboard, sign holder, wall space, digital space or other location approved by GCC for displaying material.

**Display Period:** The approved period during which material may remain displayed before it must be removed or renewed.

## 5 Roles and Responsibilities:

**Governance Group:** Approves this policy and maintains oversight where noticeboard or signage issues create legal, governance, reputation, safety, heritage, accessibility, political neutrality or systemic risk.

**Centre Manager:** Owns implementation of this policy, approves or declines display requests, sets display conditions, manages branding use, and escalates significant matters where required.

**Staff and volunteers:** May receive requests, place or remove approved material, advise users of display requirements, and report unauthorised, unsafe, out-of-date or inappropriate material.

**Hirers, tenants, contractors and event organisers:** Must seek approval before displaying material and must ensure their notices, signs, banners, directional information and event material comply with this policy, room-hire or tenancy requirements and any conditions set by GCC.

**Visitors and service users:** Must not place, alter, remove, damage or cover notices or signage without GCC approval.

## 6 Procedure / Implementation:

### 6.1 Approval before display

Public notices, flyers, posters, banners, temporary signs and other display material must be approved by the Centre Manager or authorised staff before display unless GCC has already approved the display arrangement in writing.

Approval may be limited by location, size, display period, fixing method, audience, content, translation, branding, safety, accessibility, heritage, room-hire, tenancy or legal requirements.

## 6.2 Acceptable material:

GCC may approve material that is relevant to the Centre, local community, community services, events, public information, tenant activity, hirer activity, health and safety, wayfinding, governance, membership, emergency information or other purposes consistent with GCC's community role.

## 6.3 Material that may be declined or removed:

GCC may decline or remove material that:

- is offensive, discriminatory, defamatory, unlawful, misleading, unsafe, harmful, privacy-intrusive or unsuitable for a community facility;
- contains hate speech, harassment, intimidation, personal attacks, explicit content or imagery unsuitable for public display;
- promotes alcohol, smoking, vaping, illegal drugs, gambling, weapons, pornography or other material inconsistent with GCC site-use policies;
- is primarily commercial advertising not connected with GCC-approved activity, tenants, hirers or community purpose;
- implies GCC endorsement, sponsorship or partnership without approval;
- uses GCC branding without approval;
- is out of date, damaged, poorly presented, excessive in size, visually cluttered or duplicated;
- is attached to an unauthorised surface or may damage walls, paint, windows, doors, heritage surfaces, railings, floors, ceilings or furniture;
- obstructs sightlines, exits, evacuation routes, accessibility routes, fire equipment, alarms, doorways, windows, CCTV, safety signs or wayfinding signs; or
- requires legal, Council, Auckland Transport, landlord, heritage or other approval that has not been obtained.

## 6.4 Placement and fixing:

Material may only be displayed in approved areas and must be fixed using methods approved by GCC. Notices must not be attached to walls, windows, doors, railings, painted surfaces, curtains, heritage surfaces or other surfaces unless GCC has expressly approved the method and location.

Nothing may be attached to the Mission Hall heritage building or other sensitive surfaces unless expressly approved by GCC and any required external approval has been obtained.

## 6.5 Languages and accessibility:

GCC supports inclusive communication. Notices in languages other than English may be accepted. Where GCC considers that a notice is intended for a general public audience, GCC may require an English translation or short English summary so staff and users can understand the purpose of the material.

Notices should be legible, clear, respectful and, where practicable, accessible to the intended audience. Important safety, access, emergency and room-use information should be displayed in plain English and may include symbols, maps or pictograms where useful.

#### **6.6 Branding and endorsement:**

GCC branding must not be used on notices, posters, banners, signs or promotional material without approval from the Centre Manager. Approval to display material at GCC does not mean GCC endorses the organisation, event, product, service, political position or message unless GCC expressly states that it does.

#### **6.7 Exterior, large, road-facing, election or permanent signs:**

Exterior signs, banners, road-facing signs, election signs, permanent signs, building-mounted signs, signs visible from public places, signs affecting traffic or pedestrian safety, and signs on or near heritage areas may require additional approval under Auckland Council, Auckland Transport, planning, transport, heritage, lease or other legal requirements. GCC may require the organiser to obtain and provide evidence of any necessary approval before display.

#### **6.8 Removal and disposal:**

Material must be removed at the end of the approved display period or when the related event, campaign or activity has passed. GCC may remove and dispose of outdated, unauthorised, damaged, unsafe or inappropriate material without notice.

### **7 Monitoring, Reporting and Breach Management:**

GCC may monitor noticeboards, shared spaces, exterior areas and digital spaces to ensure material complies with this policy. Unauthorised or inappropriate material may be removed immediately where required.

A person, hirer, tenant, contractor or group responsible for unauthorised or damaging material may be required to remove it, repair damage, pay cleaning or repair costs, amend future material, follow additional display conditions, or stop using GCC display areas.

Significant issues, repeated non-compliance, complaints, safety risks, privacy concerns, branding misuse, unlawful material or external compliance matters may be recorded and escalated to the Centre Manager, Chair, Governance, Auckland Council, Auckland Transport, Police, Netsafe, a regulator or another appropriate authority where required.

### **8 Legal and Compliance Requirements:**

This policy is intended to support compliance with current statutes, bylaws, constitutional requirements, venue-use obligations and recognised good-practice requirements relevant to notices, banners and signage.

- GCC Constitution;
- Auckland Council and Auckland Transport Signs Bylaw 2022 and related controls, where applicable;
- Resource Management Act 1991 and district / unitary plan requirements, where applicable;
- Building Act 2004 and fire safety requirements where signs may affect exits or safety systems;
- Health and Safety at Work Act 2015;
- Human Rights Act 1993;

- Defamation Act 1992;
- Copyright Act 1994;
- Privacy Act 2020;
- Electoral Act 1993 and Local Electoral Act 2001, where election material is relevant;
- Auckland Council, Auckland Transport, lease, heritage, landlord, funding and accountability requirements; and
- recognised good-practice guidance relevant to public communication, accessibility, safety and community facilities.

The GCC Constitution prevails where it prescribes a process for Governance decision-making, member complaints, 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;
- Website Terms of Use;
- Social Media Community Guidelines;
- Privacy and Confidentiality Policy;
- Complaints and Feedback Policy;
- Room Hire Agreement and Room Booking Terms and Conditions;
- Health and Safety Requirements for Hirers;
- Smoke-free, Alcohol and Drug-free Site Policy;
- Dogs / Animals on Site Policy;
- GCC Style Guide / brand guidance, if adopted;
- Media Enquiries guidance, if adopted;
- Noticeboard / Signage Approval and Incident Register, if used; and
- This policy supersedes the Noticeboard / Signage Policy February 2024 once approved.

## 10 Document Management Control:

<b>Prepared by</b>	Centre Manager
<b>Policy Owner</b>	Centre Manager
<b>Authorised by</b>	Governance Group
<b>Approved by</b>	Governance Meeting Motion: [insert motion number]
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<b>Review frequency</b>	Three-yearly, or earlier if legislation, signage rules, communications practice, facility-use, safety,

	complaint pattern or operational requirements change
<b>Next review</b>	April 2029
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<b>Version</b>	2026.1
<b>Visibility</b>	Public - Website
<b>Document ID</b>	COM-NS

## Appendix One Public Guidance for Noticeboards and Signs:

The following short guidance may be used on noticeboards, the website, room-hire information, tenant information or signage request forms.

Topic	Guidance
<b>Ask first</b>	All public notices, posters, flyers, banners and signs must be approved by GCC before display unless GCC has already authorised the display location and material type.
<b>Use the right place</b>	Only use approved noticeboards, display areas, sign holders or other locations agreed by GCC. Do not attach material to walls, windows, doors, railings, heritage surfaces or painted surfaces without approval.
<b>Keep it appropriate</b>	Material must be lawful, respectful, accurate, non-discriminatory, non-defamatory and suitable for a community facility.
<b>Include key details</b>	Event or service notices should clearly identify the organiser, date, location, contact details, cost if any, and any accessibility or registration information.
<b>Remove on time</b>	Notices must be removed when the event, campaign or approval period ends. GCC may remove outdated, damaged, unauthorised or inappropriate material.
<b>Check larger signs</b>	Exterior signs, banners, election signs, roadside signs, window signs or large displays may need additional GCC, Auckland Council, Auckland Transport, landlord, heritage or legal approval.

## Appendix Two Noticeboard / Signage Approval and Incident Register Fields:

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

Field	Purpose
Reference number	Unique notice, sign, approval or incident reference.
Date received / displayed	Date request was received or material was displayed.
Person / organisation	Name and contact details of person or group responsible.
Material type	Notice, poster, flyer, banner, exterior sign, directional sign, election sign, digital item or other material.
Purpose / activity	Event, programme, service, community notice, tenant notice, safety notice, room-hire sign or other purpose.
Location approved	Noticeboard, sign holder, entrance, room, courtyard, exterior area or other location.
Approval period	Display start and removal date.
Conditions	Size, fixing method, placement, branding, translation, safety, accessibility, removal or compliance requirements.
Decision / action	Approved, declined, removed, amended, escalated, referred or other outcome.
Follow-up required	Removal, repair, communication, cost recovery, complaint handling, signage review or Governance reporting.
Notes	Any health and safety, privacy, accessibility, legal, heritage, complaint or operational considerations.