

The Mercury - Code of Conduct 2025

Introduction

The Mercury is a not-for-profit community cinema dedicated to fostering creativity, collaboration, and inclusivity. We welcome filmmakers, patrons, staff, students, and volunteers from all backgrounds, and we are committed to maintaining a safe and respectful environment across all our programs, screenings, workshops, and events.

Our Values

We operate with a strong focus on:

- Community
- Collaboration
- Creativity
- Clear Communication
- Accessibility for All
- Service
- Future Thinking

We ask all patrons to adhere to the following guidelines to ensure everyone has a positive experience:

Be Respectful: Treat fellow audience members, staff, and volunteers with kindness and courtesy.

Keep It Quiet: Silence mobile phones and refrain from talking or using bright screens during screenings.

No Discrimination or Harassment: Disrespectful or harmful behaviour of any kind will not be tolerated.

Follow Staff Instructions: Adhere to directions from The Mercury staff for your safety and the enjoyment of all attendees.

Respect the Space: Help us maintain a clean and welcoming environment by disposing of rubbish responsibly and taking care of the venue's facilities.

The Mercury has zero tolerance for:

- Discrimination or hate speech
- Harassment or bullying (physical, verbal, or online)
- Sexual harassment or intimidation
- Threats to safety, including disruptive, aggressive, or unsafe conduct

By attending any Mercury event or program, you agree to abide by this Code.

Breaches may result in

- Verbal or written warnings
- Immediate removal from a venue or event
- Temporary or permanent termination of membership
- Referral to external authorities, if necessary

Accessibility

- We are committed to accessible cinema and programming.
Our venue includes:
- Step-free access
- An accessible bathroom
- Wheelchair seating (front and back of the cinema)
- Lift access to first-floor offices

You can report violations in confidence to any of the following

Phone: 08 8410 0979

Email: hello@themercury.org.au

Review and Support

This Code of Conduct will be reviewed annually to ensure it remains relevant and effective. Staff are trained in responding to reports and can provide guidance or connect you with further support services.