

## Responsibilities of Djerriwarrh Staff

Staff have an important role to play in setting appropriate standards of participant conduct within their areas of responsibility including;

- ensuring appropriate standards of conduct are established and maintained by participants at all times during a course and/or use of a service/facility;
- ensuring that their own behaviour contributes to and supports appropriate standards of participant conduct; and,
- intervening in cases of inappropriate participant behaviour, except where this could put the staff member in danger.

All staff should be aware of Djerriwarrh Community & Education Services policy and guidelines for dealing with matters of inappropriate participant conduct.

The Participant Conduct Policy can be accessed on the Djerriwarrh website [www.djerriwarrh.org.au](http://www.djerriwarrh.org.au)



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July 2018

IP 007

TOID: 3771

# Participant Conduct



# Principles

All participants and staff attending Djerriwarrh classes and activities or accessing other services have a right to a safe and professional environment.

Djerriwarrh recognises that appropriate standards of conduct are essential for the safety and well being of both participants and staff.

## Djerriwarrh Community & Education Services:

- Is committed, wherever possible, to encouraging and supporting participants to adjust to the responsibilities and requirements of learning in or attending an adult environment.
- Expects participants to demonstrate at all times basic courtesy, consideration and cooperation for both other participants and staff.
- Expects participants to comply with organisational requirements regarding health and safety matters and care of buildings and equipment.
- Will ensure that all complaints regarding matters of participant conduct will be dealt with quickly, professionally and impartially.

# Misconduct & Responsibilities

## General Misconduct

General misconduct is unacceptable behaviour shown by a participant:

- consuming alcohol or other drugs on Djerriwarrh's premises;
- verbally abusive or hostile behaviour affecting fellow participants or staff;
- uninvited intrusion into the private life of other participants or staff;
- smoking in buildings or using of prohibited or illegal substances on Djerriwarrh premises;
- deliberate misuse of Djerriwarrh equipment or materials;
- behaviour counter to the letter or spirit of Djerriwarrh policies or procedures on equal opportunity;
- failure to observe safety rules or endangering the health and safety of Djerriwarrh staff or clients;
- cheating on an assessment or plagiarising another person's work; or
- behaviour that interferes with the conduct of Training and Assessment; disrupts the learning of others; or, prevents trainers and assessors from performing their duties.

A participant displaying any of the above behaviours may be asked to leave the premises until they are prepared to cooperate and act in an acceptable manner.

## Gross Misconduct

Gross misconduct is behaviour shown by a participant which would generally be considered to be of a serious nature, such that it may be considered intolerable for the members of staff and/or other participants concerned for the person to remain on Djerriwarrh premises, or be in any other way involved with Djerriwarrh, and/or involves the commission of a criminal offence, including:

- carrying, using or being in possession of a prescribed or regulated weapon or dangerous article;
- physical assault on a member of staff, other participant or a member of the public or behaviour which is threatening;
- theft from staff or participants;
- slander or harassment (whether verbal, sexual or otherwise) of staff or participants;
- arson;
- wilful and/or malicious damage to property or equipment; or
- attending a course, program or service having consumed excessive amounts of alcohol or other drugs.

## Responsibilities of Participants

It is the responsibility of all participants to ensure appropriate standards of conduct while participating in a course, a program or service on any site where Djerriwarrh is conducting business.