

Participant Conduct Policy

Introduction

Djerriwarrh Community & Education Services (Djerriwarrh) acknowledge that each participant has rights and responsibilities while participating in a program or using a service offered by Djerriwarrh.

All persons attending Djerriwarrh have a right to enjoy the services available to them within a safe and professional environment.

Scope

This policy applies to all Djerriwarrh employees, volunteers, participants and contractors.

Policy

Djerriwarrh recognises that appropriate standards of conduct are essential for the safety and wellbeing of both staff and participants and for the efficient operation of its service.

Djerriwarrh Community & Education Services:

- is committed, wherever possible, to encouraging and supporting participants to adjust to the responsibilities and requirements of learning in an adult environment;
- requires participants to demonstrate at all times basic courtesy, consideration and cooperation for both other participants and staff;
- requires all 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, impartially and informally; and,
- will ensure that strict confidentiality is observed in dealing with all complaints and any action taken in regard to matters of inappropriate participant conduct.

General Misconduct

General misconduct is unacceptable behaviour shown by a participant, which is also generally not accepted within the wider community including:

- 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 use 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 practice on equal opportunity;
- failure to observe safety rules or endangering the health and safety of Djerriwarrh personnel 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 and prevents trainers and assessors from performing their duties.

Any participant suspected of, or proven to be in breach of any of the requirements of this policy shall face disciplinary action. A participant displaying any of the above behaviours may be asked to leave the premise or class until they are prepared to cooperate and act in an acceptable manner. Repeated general misconduct events may result in a student or participant's permanent removal from the course or activity.

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 student to remain on the premises, 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 on Djerriwarrh premises without lawful excuse;
- physical assault on a member of staff, other participant or a member of the public or behaviour which is threatening while on Djerriwarrh premises;
- 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,
- being on Djerriwarrh premises having consumed excessive amounts of alcohol or other drugs.

A gross misconduct event may result in the permanent removal of student or participant from a course or activity.

Responsibilities of Participants

It is the responsibility of all participants to ensure appropriate standards of conduct while participating in a course, accessing a service or a facility. All students should be aware of the Djerriwarrh Participant Conduct Policy and guidelines for dealing with inappropriate participant conduct. A flyer is available to all participants, which outlines a summary of this policy.

Responsibilities of 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 student behaviour, except where this could put the staff member in danger.

All staff should be aware of the Djerriwarrh policy and guidelines for dealing with matters of inappropriate participant conduct.

Associated Policies	PO 004 Workplace Health and Safety PO 008 Participant Complaints, and Appeals PO 001 Access and Equity PO 027 Participant Conduct PO 007 Information Technology Usage
Associated Procedures	PR 008a Client Complaints PR 027a Participant Conduct
Other associated documents Internal	IP 007 Participant Conduct Pamphlet
Relevant Legislation	Privacy Act 1988 Privacy & Data Protection Act 2014
Other associated documents External	