

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.

The Participant Conduct Policy can be accessed on the Djerriwarrh website
www.djerriwarrh.org.au



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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 wellbeing 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 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 procedures on equal opportunity;
- failure to observe safety rules or endangering the health and safety of Djerriwarrh staff or participants;
- 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.