

Code of Conduct

Purpose

The Melton Suburban University Study Hub is a shared space for studying, meeting in groups, and getting support from Melton Study Hub staff. Everyone should feel safe, welcome, and able to enjoy their time here.

The Melton Study Hub is committed to providing a safe and inclusive environment for all registered students aged 18 and over.

All users are expected to follow this Code of Conduct, respect others and use the Melton Study Hub responsibly.

Scope

This Code applies to Study Hub staff and users utilising the Melton Study Hub facilities and services. This includes study desks and computers, access cards, group meeting rooms, consultations with Study Hub Advisors and shared spaces such as the kitchen.

Definitions

Term	Definition
User	Any registered individual aged 18 or over accessing the Melton Study Hub's spaces or services.
Dangerous item	Any item carried with the intention of being used as a weapon or to threaten safety.

Code of conduct

While using the Melton Study Hub, you must:

- **Be 18 years or older** to register and access the Melton Study Hub.
- **Be registered to access the Melton Study Hub.** Do not bring unregistered users or share your access card with others.
- **Use spaces and equipment responsibly.** Only use areas you've booked and leave them clean and tidy for the next person.
- **Attend your bookings or cancel in advance.** This is to show consideration for other Study Hub users who could utilise the space. Repeated no-shows may affect your ability to book in future.

- **Treat others with respect.** Speak and act politely with other users and staff. Bullying, harassment (i.e. offensive language, verbal abuse), hostile behaviour or discrimination of any kind is not allowed.
- **Keep noise to a minimum.** Use headphones instead of speakers and keep group room doors closed to avoid disturbing others.
- **Use the internet and computers safely and respectfully.** Do not access or share illegal, offensive or harmful content.
- **Do not engage in cyberbullying or cyber abuse.** This includes sharing hurtful, threatening, or offensive content; sending unwanted messages; or posting harmful material about others online while using Melton Study Hub computers or Wi-Fi.
- **Look after your personal belongings.** The Melton Study Hub is not responsible for lost or stolen items.
- **Follow Melton Study Hub rules and staff directions.** This includes all signs and instructions during emergencies.
- **Refrain from smoking, vaping, drinking alcohol, or using illegal drugs** anywhere on the premises.
- **Do not bring dangerous items** into the Melton Study Hub.

Access cards

By agreeing to this Code, you agree to the following conditions of use regarding your Melton Study Hub Access Card:

Card Use

- I understand that my access card is used to enter the Melton Study Hub and to access printing services.
- I acknowledge that the card includes a monthly printing quota and I cannot exceed this quota.

Card Security

- I agree to carry my access card whenever I am on Study Hub premises.
- I will not share or lend my access card to anyone under any circumstances.

Loss or Damage

- I will immediately report a lost, stolen, or damaged card to the Study Hub Advisor via email, phone, or in person.
- I understand that a replacement fee of \$25 may apply if the card is lost or damaged.

Replacement Process

- I understand that I must request a Replacement Access Card from a study hub advisor and pay the replacement fee before receiving a new card.

Card Return

- I agree to return my access card to Study Hub staff if I withdraw from the program or am no longer attending.

Policy Compliance

- I agree to abide by all Study Hub rules and policies related to access and printing.

- I acknowledge that misuse of the access card may result in disciplinary action or suspension of access.

Bringing children to the Melton Study Hub

The Study Hub is an 18+ workspace. Children are not permitted unless prior written approval has been granted by Study Hub staff. Requests will only be considered in extenuating circumstances.

Where approval is given, users must:

- seek prior written approval from a Study Hub Manager or Advisor before bringing a child onsite
- always maintain full direct supervision of the child/children
- ensure all health and safety policies are followed
- ensure the child/children do not cause disruption to other users.

The Study Hub reserves the right to deny any request where a safety risk or disruption may occur.

Breaches of the Code of Conduct and Reporting Concerns

If you break the above rules, Melton Study Hub staff may:

- give you a written warning or ask you to leave.
- suspend or cancel your access to the Study Hub.
- contact the police in serious cases.

If you see unsafe behaviour, damage, or anything that doesn't feel right, please tell Melton Study Hub or Melton Library staff straight away.

All reports will be taken seriously and handled fairly and confidentially. Where conduct involves a criminal offence, it will be reported to the police.

Associated documents and legislation

Associated policies and procedures	<p>Safety and Emergency Protocol Lost and Found Procedure Printing and Internet Usage Guidelines Child Safety and Protection Complaints Handling Policy Kitchen and Appliance Usage Rules</p> <p>Note: While Djerriwarrh maintains organisation-wide child safe policies, the Study Hub itself is an 18+ workspace.</p>
Relevant legislation	<p><i>Privacy Act 1988 (Cth)</i> <i>Privacy & Data Protection Act 2014 (Vic)</i> <i>Occupational Health and Safety Act 2004 (Vic)</i> <i>Occupational Health and Safety Regulations 2017 (Vic)</i></p>

2.1.7 Approval

Document owner:	Melton Study Hub
Authorised by:	Melton Suburban University Study Hub Manager