

Code of Conduct

Purpose

The Melton Suburban University Study Hub is a shared space for studying, meeting in groups and accessing support from Study Hub staff. Everyone should feel safe, welcome and able to use the Study Hub without unreasonable disruption.

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

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

Scope

This Code applies to:

- registered Study Hub students
- Study Hub staff
- support workers and support persons accompanying registered students
- any other person authorised by Study Hub staff to access the Study Hub.

It applies when using Study Hub facilities and services, including study desks and computers, group meeting rooms, consultations with Study Hub Advisors, shared spaces such as the kitchen, internet and Wi-Fi, and other Study Hub equipment and facilities.

Definitions

Registered student

A person aged 18 or over who has completed the Study Hub registration process and is authorised to access Study Hub facilities and services.

Support worker/support person

A person accompanying a registered student to provide disability, accessibility, personal or other support that assists the student to access or use the Study Hub. A support worker or support person is not required to register as a Study Hub student and may only access the Study Hub while accompanying the registered student they support.

Dangerous item

Any item carried with the intention of being used as a weapon, causing harm or threatening the safety of another person.

Code of Conduct

While accessing or using the Study Hub, you must:

- **Be 18 years or older to register and access the Study Hub as a student.** The Study Hub is an 18+ student workspace. Exceptions for accompanying support workers/support persons and approved children are covered separately in this Code.
- **Treat others with respect.** Speak and act respectfully towards students, staff and visitors. Bullying, harassment, offensive language, verbal abuse, threatening or hostile behaviour, and discrimination of any kind are not permitted.
- **Respect the study environment.** Keep noise to a reasonable level, use headphones instead of speakers and avoid behaviour that unnecessarily disrupts other students.
- **Use spaces and equipment responsibly.** Take reasonable care of Study Hub furniture, computers, technology and other facilities. Leave shared spaces clean and tidy for the next person.
- **Use booked spaces appropriately.** Only use bookable spaces where you are entitled to do so and attend bookings you have made or cancel them when they are no longer required. Repeated failure to attend bookings may affect future booking access.
- **Use the internet and computers safely and respectfully.** Do not access, create, display or distribute illegal, offensive or harmful content using Study Hub equipment or internet services.
- **Do not engage in cyberbullying or cyber abuse.** This includes sending threatening, abusive or unwanted messages, sharing harmful or humiliating material about another person, or otherwise using Study Hub technology to intimidate or harass others.
- **Respect the privacy of others.** Do not photograph, film or record another student, staff member or visitor without their permission. Do not attempt to access another person's accounts, documents, information or personal belongings.
- **Look after your personal belongings.** Keep personal property secure and do not leave valuable items unattended. The Study Hub is not responsible for lost, stolen or damaged personal belongings.
- **Follow Study Hub rules and reasonable staff directions.** This includes following signage, safety instructions, emergency procedures and directions given by Study Hub or Melton Library staff.
- **Follow all health and safety requirements.** Report hazards, unsafe behaviour, injuries or incidents to Study Hub or Melton Library staff as soon as possible.

- **Do not smoke, vape, consume alcohol or use illegal drugs on Study Hub premises.**
- **Do not bring dangerous or illegal items into the Study Hub.**
- **Do not provide unauthorised access to the Study Hub.** Registered students must not bring unregistered visitors into the Study Hub unless the person is an authorised support worker/support person, an approved child in accordance with this Code, or another visitor authorised by Study Hub staff.

Support workers and support persons

A registered student may be accompanied by a support worker or support person where this assists them to access or use the Study Hub.

Support workers and support persons are not required to register as Study Hub students or provide evidence of their role or the student's circumstances.

On their first visit, the support worker or support person must attend during Study Hub staffed hours, read this Code of Conduct and sign the acknowledgement at the end of this document.

Once this has been completed, a support worker or support person may accompany the registered student during the student's authorised Study Hub access hours.

Support workers and support persons must:

- comply with this Code of Conduct while accessing the Study Hub
- remain with, or be available to support, the registered student they are accompanying
- only access the Study Hub for the purpose of supporting that student
- not independently use Study Hub facilities or services as a Study Hub student
- not remain in the Study Hub after the registered student has left
- respect the student's privacy, independence and preferences
- follow reasonable directions from Study Hub and Melton Library staff
- follow all safety and emergency requirements.

Where a student uses more than one support worker or support person, each person must complete the above process on their first visit.

Study Hub staff will communicate directly with the registered student wherever possible. A support worker or support person may participate in conversations, consultations or other support activities where the student requests or agrees to their involvement.

Bringing children to the Study Hub

The Study Hub is an 18+ workspace. Children are not permitted unless prior approval has been granted by Study Hub staff in exceptional circumstances.

Registered students wishing to bring a child to the Study Hub must contact the Study Hub in advance.

Where approval is given, the registered student must:

- maintain direct supervision of the child at all times
- ensure the child remains with them while in the Study Hub
- follow all health and safety requirements
- ensure the child does not unreasonably disrupt other students
- follow any additional directions provided by Study Hub or Melton Library staff.

Study Hub staff may refuse or withdraw approval where the arrangement creates an unacceptable safety risk or unreasonable disruption to other users.

Breaches of the Code of Conduct

Where a person does not comply with this Code of Conduct, Study Hub staff may take action appropriate to the circumstances.

This may include:

- discussing the behaviour with the person and requesting that it stop
- issuing a verbal or written warning
- asking the person to leave the Study Hub
- temporarily suspending access
- cancelling a student's access to the Study Hub in serious or repeated cases
- withdrawing permission for a visitor, support person or other accompanying person to access the Study Hub
- contacting Melton Library staff, Djerriwarrh management, emergency services or Victoria Police where required.

Where possible, concerns will be managed fairly and proportionately, taking into account the nature and seriousness of the conduct.

Reporting concerns

If you experience or observe unsafe behaviour, harassment, discrimination, damage, threatening behaviour or another concern while using the Study Hub, please tell Study Hub or Melton Library staff as soon as possible.

Reports will be taken seriously and managed as confidentially as reasonably possible.

Where an incident may involve criminal conduct, an immediate safety risk or another matter requiring external intervention, Study Hub staff may refer the matter to Victoria Police, emergency services or another appropriate authority.

Associated documents and legislation

Associated policies and procedures

- 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
- Study Hub Accessibility Procedure

Note: While Djerriwarrh maintains organisation-wide child safe policies, the Study Hub itself is an 18+ workspace.

Relevant legislation

- Privacy Act 1988 (Cth)
- Privacy and Data Protection Act 2014 (Vic)
- Disability Discrimination Act 1992 (Cth)
- Equal Opportunity Act 2010 (Vic)
- Occupational Health and Safety Act 2004 (Vic)
- Occupational Health and Safety Regulations 2017 (Vic)

Acknowledgement

Registered students

Registered students confirm their agreement to this Code of Conduct as part of the Study Hub registration process.

Support workers and support persons – complete only if applicable

This section is only for support workers or support persons accompanying a registered student. Registered students do not need to complete this section.

I confirm that I have read and understood the Melton Suburban University Study Hub Code of Conduct and agree to comply with it while accompanying a registered student at the Study Hub.

Support worker/support person name:

Name of registered student being supported:

Signature:

Date:

Document approval

Document owner: Melton Suburban University Study Hub

Authorised by: Melton Suburban University Study Hub Manager

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