



Portarlington Neighbourhood House

Participants Conduct Policy



PURPOSE

The Portarlington Neighbourhood House is committed to providing all people who make use of the House and its services with a safe and supportive environment. We value respectful behaviour and high standards of conduct in providing the best possible service to the community.

The purpose of this policy is to maintain a safe and supportive environment and state the House's position on acceptable conduct by all who visit or use the services of the House.

This policy applies to all people who make use of the Portarlington Neighbourhood House and its services and any other visitors to the House.

This policy should be read in conjunction with the *Anti-discrimination, Harassment and Bullying Policy*.

POLICY

All users of the Portarlington Neighbourhood House and its services, and visitors to the House will:

- Behave in a considerate and courteous manner.
- Respect the rights and dignity of others.
- Comply with the House *Anti-discrimination, Harassment and Bullying Policy*.
- Comply with all lawful directions given by staff.
- Access and use only that House property to which they are entitled to have access and use it in a lawful, careful and responsible way.
- Comply with any workplace health and safety policy and procedures and related directives issued by the House, staff, volunteers or tutors.

PROCEDURES

General Rules of Conduct

- Treat others with respect and dignity, no matter what their background.
- Comply with the House policy on preventing and eliminating unlawful discrimination.
- Behave in accordance with the law.
- Be punctual and reliable in attendance at programs, courses, activities or events in which you are participating.
- Respect and safeguard the property of the Portarlington Neighbourhood House and other people involved with the House.
- Behave safely so as not to endanger yourself or others.
- Do not engage in verbal or physical abuse or any form of threat or intimidation.



Portarlington Neighbourhood House

Participants Conduct Policy



- Do not engage in any form of bullying, or harassment including sexual harassment.
- Do not engage in loud or disruptive behaviour that impacts on use of the House by others.
- Do not use the Portarlington Neighbourhood House premises, computers, phones, copiers, printers and other facilities for unauthorised or illegal purposes.
- Do not smoke in the House or within 5 metres of the House, or, as directed, in any area connected with a House organised or sponsored program, course, activity or event.

Unacceptable Conduct

Unacceptable conduct includes but is not limited to:

- Disobeying any reasonable direction by House Management Committee and other members, staff, tutors, or volunteers.
- Acting dishonestly.
- Viewing or distributing offensive material via the internet, email or other means.
- Discrimination, harassment and victimisation.
- Bullying and intimidation.
- Racist or sexist comments.
- Behaving in a loud or disruptive manner, such as swearing, yelling, using language that may be offensive to others, or otherwise causing a disturbance.
- Use of illegal drugs
- Illegal or unauthorised use of alcohol.
- Being intoxicated or under the influence of illegal drugs when on the House premises, in the near proximity of the House, or at any House organised or sponsored program, course, activity or event.
- Stealing, vandalising or causing wilful damage to House property.
- Endangering the safety of yourself or others.
- Assaulting or attempting to assault anyone when on House premises, in the near proximity of the House, or at any House organised or sponsored program, course, activity or event.
- Possessing guns, knives or other weapons when on House premises, in the near proximity of the House, or at any House organised or sponsored program, course, activity or event.
- Ignoring or acting contrary to the Portarlington Neighbourhood House policies and procedures.

Consequences of Unacceptable Conduct

- Failure to comply with this Participants Conduct Policy constitutes unacceptable behaviour.
- Depending on the seriousness of the unacceptable conduct, caution the person and provide them with a verbal warning to cease that conduct.
- Depending on the seriousness of the unacceptable conduct, ask the person to leave the House for the day, or suspend their access for more than 24 hours or refuse them any



Portarlington Neighbourhood House

Participants Conduct Policy



- future access to the House.
- Notify any person who has access suspended for longer than 24 hours or who is refused any future access to the House in writing setting out the details of the suspension or denial of access, the reasons for it and any requirements for future behaviour, restitution and the like.
 - Contact the police in cases of possible criminal behaviour.
 - Conditions such as a verbal or written apology, remediation work, financial restitution, or a written agreement accepting the behaviour required in the future may be applied before a person is again permitted to access the House or its programs, courses, activities or events.

ADOPTION AND REVISION HISTORY

Include policy versions, approvals, review dates Reviewed on : February 2017
Due to be reviewed on **FEBRUARY 2018**

This policy was adopted by the Management Committee of Portarlington Neighbourhood House on

Signature

Signature

Print name

Print name

Position

Position



Code of Conduct

We want to provide all people who make use of the House and its services with a safe and supportive environment. We value respectful behaviour and high standards of conduct in providing the best possible service to the community. Please support these standards and help keep our House a welcoming place. If you want more information, ask to see our ***Participants Conduct Policy***.

DO

- Treat others with respect and dignity, no matter what their background.
- Obey the law.
- Be on time and reliable in attendance at programs, courses, activities or events in which you are participating.
- Respect and safeguard the property of the Portarlington Neighbourhood House and of other people involved with the House.
- Behave safely so as not to endanger yourself or others.
- Comply with any instruction by the Management Committee, staff, tutors, or volunteers.

DON'T

- Verbally or physically abuse anyone or use threats or intimidation.
- Bully or harass anyone.
- Behave in a loud or disruptive manner, such as swearing, yelling, using language that may be offensive to others, or otherwise causing a disturbance which impacts on use of the House by others.
- Use the House premises, computers, phones, copiers, printers and other facilities for unauthorised or illegal purposes.
- Smoke in the House or within 5 metres of the House, or, as directed, in any area connected with a program, course, activity or event organised or sponsored by the House.