



**Torquay  
Community  
House**

# Participant and Visitor Code of Conduct Policy

respect • equality • inclusion

Approved/effective date	30/03/22
Due for review	30/03/25

## **Introduction**

Torquay Community House (TCH) is a community-based organisation empowering people's lives and supporting the local neighbourhood by encouraging active participation in an inclusive, social, and learning environment.

## **Purpose**

The purpose of this policy is to maintain a safe and supportive environment and state TCH's position on acceptable conduct by all who visit or use the services of the House. Our aim is for everyone involved with the Torquay Community House to have an equal opportunity to learn and participate in a respectful, supportive, enjoyable, safe, and friendly environment.

## **Participants and Visitors Responsibilities**

The activities outlined below are strictly prohibited:

- Abusive language towards a staff member, volunteer, or another participant.
- Disrespect, rudeness or intimidation to a fellow participant, staff member or volunteer.
- Verbal, physical, or visual harassment of another participant, staff member or volunteer.
- Actual or threatened violence toward any individual or group.
- Conduct endangering the life, safety, health, or well-being of others.
- Failure to follow any centre policy or procedure.
- Bullying or taking unfair advantage of any participant.
- Failure to follow a reasonable direction by the House coordinator, Board of Management, staff, tutors, or volunteers.
- Exhibiting behaviours with children/minors which may be construed as unnecessary physical contact or developing "special" relationships that could be seen as favouritism or offering gifts or special treatment (as per the Child Safe Policy on the TCH website).
- Improper use of alcoholic beverages on Torquay Community House property or reporting to a program while under the influence of alcohol.
- Possession or use of any illegal substances on Torquay Community House property or reporting to a program while under the influence of illegal substances.
- Bringing onto Torquay Community House property, dangerous or unauthorized materials such as explosives, firearms, weapons, or other similar items.

Any participant who violates this Code of Conduct is subject to discipline, up to and including removal from the neighbourhood house.