

# Behaviour Management Interim Rules

*Version 1708—Minor Amendments 30 July 2018  
Determined by College Administration 24 August 2017*



(Incorporated under  
The Religious, Educational & Charitable Institutions Act 1861-1967)  
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## 1 Purpose and objectives

Grace College aspires to achieve a safe, respectful, efficient, productive and cooperative living and working environment. In situations where Grace College Community Members contravene a community rule, norm or standard, Grace College aims to ensure that this is considered and resolved as close as possible to the point of origin and in as timely a manner as is practicable. Where that contravention amounts to inappropriate conduct as defined by the Management of Inappropriate Conduct Policy or Sexual Assault and Sexual Misconduct Policy, those policies should be followed. Where such a contravention concerns other community rules, norms and standards, the present Interim Rules will apply.

The purpose of these Interim Rules is to inform all Grace College Community Members about Grace College's procedure for behaviour management and/or disciplinary action and the circumstances under which they may apply.

These Interim Rules are designed to be read in conjunction with the policies of Grace College including but not limited to:

- Management of Inappropriate Conduct Policy;
- Sexual Assault and Sexual Misconduct Policy; and
- Grievance Policy.

The three policies listed above are the **Companion Policies** to these present Interim Rules.

Where there is a conflict between these Interim Rules and their Companion Policies with any applicable Australian law, to the extent of any inconsistency, the applicable Australian law will apply instead of this policy.

## 2 Application

These Interim Rules apply to:

1. all Grace College employees and contractors and consultants who are working for Grace College;
2. all persons associated with Grace College including staff, residents, contractors, voluntary workers and visitors; and
3. other aspects of Grace College including, the activities of residents of Grace College participating in the Grace College Student Club, whether located on the physical site of Grace College or elsewhere; associated directly or indirectly with Grace College activities; and/or part of a cooperative venture with other parties (e.g. Inter-College Council Inc. or another College).

These Interim Rules apply at all times while employees, contractors or consultants are at work, attending training events, travelling for work and whilst attending work functions; including social work functions e.g. work Christmas party, and when dealing with other Grace College Community Members. However, the terms of these Interim Rules do not form part of an employee's contract of employment.

These Interim Rules may be varied by Grace College Administration at its sole discretion from time to time.

Wherever the term "**Grace College Community Members**" is used throughout these Interim Rules, it refers to all persons associated with Grace College and the Grace College site including staff, residents, contractors, voluntary workers and visitors.

Wherever the term "**Grace College Equity Officers**" is used throughout these Interim Rules, this refers to the following positions at Grace College:

**Principal** - currently Anita Monro                      3842 4002    0409 273 059

**Deputy Principal** - currently Roxana Paterson                      0438 136 763

including anyone designated as acting in those positions; or, when the matter relates to the Equity Officers, the Chairperson of the College Council (currently Jocelyn Manique 0457 777 381).

### **3 Availability**

These Interim Rules are available on the IT Network in S:/Grace College Operations Manual. This directory is accessible by all Section Managers with computer access. These Interim Rules are also available on the Grace SharePoint site (<http://extranet.grace.uq.edu.au>) which is accessible by all members of Councils, Committees and permanent staff with CITG email accounts.

Printed versions of the *Grace College Operations Manual* (GCOM) are also available in:

- the Principal's Office in Administration;
- the General Administration Office;
- the Head Chef's Office in the Kitchen;
- the Facilities Manager's Office in the Workshop;
- in the suite of the Senior Resident Assistant; and
- on each floor of the accommodation buildings near the First Aid Kit.

A copy of the GCOM is provided to the Grace College Student Club Executive through their President. This copy will be kept with the records of the Student Club Executive and passed on to subsequent Executives.

These Interim Rules are also published on the Grace College website ([www.grace.uq.edu.au](http://www.grace.uq.edu.au)).

## 4 Behaviour Management

Behaviour management concerns the encouragement of behaviours that promote a safe, respectful, efficient, productive and cooperative living and working environment and the discouragement of behaviours that detract from such an environment. Behaviour that detracts from such an environment specifically includes contravention of rules, norms and standards as outlined in the College's *Handbooks, Codes of Conduct, Policies, Procedures* and other documents as issued from time to time by the College Council and/or College Administration.

## 5 Procedure

Concerns about the behaviours of Grace College Community Members, individually or collectively, may be raised by any Grace College Community Member at any time with a Grace College Equity Officer. In the case of residents, the concern should first be raised with the Deputy Principal; in the case of staff, with the Principal; and in the case of the Principal, with the Council Chairperson. Behaviour management issues which come to the attention of any of these persons will be dealt with under this policy and/or one or more of its companion policies, depending on the nature of the concern.

Grace College Community Members shall not suffer any victimisation, prejudice or unfair discrimination as a result of raising a concern under these Interim Rules or any of their companion policies.

When determining the appropriate procedure, the primary purpose is to resolve the issue/s relating to the behaviour management concern within a timely and confidential manner.

Options for dealing with poor behaviour concerns include:

- Informal Procedure; or
- Formal Procedure.

In situations where a Grace College Community Member informs a Grace College Equity Officer of a concern, or a Grace College Equity Officer becomes aware of a concern, the Equity Officer(s) will determine the most appropriate procedure. The circumstances of each case will determine which procedure is most appropriate.

With a concern being raised about a member of staff in relation to work performance, the Principal will work with the staff member's direct supervisor on a performance management process (informal and/or formal). That process is described in the Staff Performance Management Policy.

## **6 Informal procedure**

The informal procedure is designed to resolve the concern as simply as possible. Wherever possible (and appropriate), the concerned person will be encouraged to resolve the matter themselves with the person concerned with the assistance of Grace College managers, supervisors and/or leaders.

An informal behaviour management procedure may be appropriate where:

- the Grace College Community Member is able to deal with the situation themselves but may seek advice on possible strategies from Grace College;
- a concern is raised and the individual(s) identified admit the behaviour and the concern can be resolved through conciliation or counselling;
- the Grace College Community Member observing the behaviour wishes to pursue an informal resolution and it is appropriate to do so; and/or
- a Grace College Community Member observes poor behaviour occurring and takes action even though no concern is or should be raised at a supervisory level or with an Equity Officer.

Grace College only advises that a Community Member approach the person to whom the concern relates if:

- the Community Member is confident to do so; and
- the matter is not of a very serious or entrenched nature.

Contravention of the rules regarding alcohol and male guests by residents are regarded as serious matters for the purpose of these Behaviour Management Interim Rules.

In relation to staff members, serious matters include anything that causes serious and imminent risk to the health and safety of another person or to the reputation or viability of the Grace College; and any deliberative behaviour that is inconsistent with continuing employment. These matters should be dealt with under the Staff Performance Management Policy.

The informal procedure involves the concerned Community Member approaching the person regarding their behaviour and telling them:

- what the concern is about;
- why there is a concern (i.e. what rule, norm or standard has been contravened); and

- what would need to occur in order for the person to follow that rule, norm or standard.

A concerned Community Member may take another person with them for support.

In relation to a range of lower level incidents, managers, supervisors and/or leaders are able to take immediate action at Grace College to address issues. Examples of such action may include but is not limited to:

- talking with the person or people concerned to see if the matter may be resolved simply by clarifying the requirement;
- requiring immediate compliance with a rule, norm or standard that has been made available through a regular Grace College documentary process (e.g. *Handbook* or *Policy*); and/or
- requiring a person or persons to suspend what they are doing while the situation is explained and remedied.

This is not a required course of action at any stage, or prior to any other available response options being pursued.

If the matter is not resolved with the person(s) concerned, the Grace College Community Member may discuss the matter with their manager, supervisor and/or leader, including a Grace College Equity Officer.

If attempted behaviour management by the Grace College Community Member of the person(s) concerned is considered appropriate and is not successful, either the Grace College Community Member or the person(s) concerned may request in writing to the Grace College Equity Officers that the matter be formally investigated.

Grace College may direct that the matter be formally investigated if the concern is sufficiently serious or is considered necessary for any other reason.

Raising concerns can be potentially hurtful and/or embarrassing to both parties and adversely affect a person's standing in the community and/or sense of ease or wellbeing. Concerns of a sensitive nature will be dealt with confidentially to the extent practicable.

Source and identity confidentiality will be preserved to the maximum extent possible. Only those directly involved in an investigation or attempted resolution of a concern will have access to the information about the concern.

There are circumstances, however, when the information may not be able to be kept confidential, such as if disclosure is necessary to resolve or manage the matter within the broader community of the College.

## 7 Formal Procedure

The formal behaviour management procedure focuses on reaching a resolution where the issues are identified as serious or entrenched and a course of action is implemented to manage these.

A formal behaviour management procedure may be appropriate where:

- serious concerns about the behaviour of Grace College Community Member(s), or a more senior person are raised;
- attempts to resolve the matter have been refused or no satisfactory outcome has been achieved through the informal process;
- there has been no assurance that the behaviour will not be repeated;
- the Grace Community Member raising the concern has been victimised;
- the concern involves serious allegations of inappropriate or sexual misconduct and informal resolution could compromise the rights of the parties (see the relevant companion Policies to this Policy in this situation);
- the issue involves matters that might also be the subject of legal proceedings; and/or
- a Grace College Community Member prefers to lodge a formal rather than informal concern.

The formal behaviour management procedure is as follows:

1. A concern is raised, preferably in writing, with the Grace College Equity Officers; and/or the Grace College Equity Officers become aware of a situation where the expected rules, norms or standards of the College are being contravened. If the concern relates to Grace College Equity Officers, it may be made in writing to the Chairperson of the College Council. Complaints of discrimination or harassment must be lodged with either the Grace College Equity Officers or Chairperson of the College Council; and the Companion Policies to these Interim Rules should be followed.
2. The Grace College Equity Officer or Chairperson of the College Council determines to investigate or appoints an investigator.
3. The investigator (if different from Grace College Equity Officers or Chairperson of the College Council) agrees with the Grace College Equity Officers or Chairperson of the College Council on the most appropriate action to be taken. The circumstances of each case will determine the appropriate approach.
4. Where appropriate, the investigator interviews the Grace College Community Member raising the concern; and/or gathers statements from



any witnesses and other relevant evidence as required and as necessary on a case to case basis.

5. The investigator conveys the concern to the relevant person(s) in sufficient detail to allow that person to respond.
6. The person concerned is given the opportunity to respond to the concern raised.
7. The investigator makes a finding as to whether the concern is substantiated.
8. The investigator documents the investigation process and evidence in a report and proposes a recommended course of action.
9. The Grace College Equity Officer advises the Grace College Community Member who raised the concern of the outcome in general or specific concerns as determined to be appropriate.
10. The Grace College Equity Officer implements the recommended course of action or, in some circumstances, an alternative course of action.

All concerns about internal College rules, norms and standards will be dealt with internally. Complaints about inappropriate conduct of a very serious nature are made under the College's Grievance Policy and do not prevent a Grace College Community Member from making an external complaint.

## **8 Potential Disciplinary Actions**

In situations where concerns are found to be substantiated, a Grace College Equity Officer may implement a suitable disciplinary action such as one of the following:

*In the case of residents:*

- requiring a personal or written apology to individuals and/or the community;
- undertaking additional regular unpaid resident duties (e.g. foyer duty, floor kitchen or bread & milk duty);
- undertaking additional irregular unpaid resident duties (e.g. party set-up and clean-up; organisation of a College event);
- requiring payment of a "good behavior deposit" of \$500 by a resident to be held by the College as a sign of commitment to adhering to the rules, norms and standards of the College, and to be returned to the resident at the end of her current contract subject to the resident following those rules, norms and standards;
- the loss of the "good behavior deposit" of \$500 held by the College due to a prior contravention of the rules, norms or standards of the College;

- exclusion from Grace College or Grace College Student Club functions;
- restitution of damages caused to individual, College, Student Club or third party property;
- monetary fines to be paid to College Administration and/or the Student Club;
- not offering any further resident contract after the expiry of the current contract;
- suspension from the College for a limited period (e.g. 2 weeks)—subject to the resident being able to return home for that period;
- termination of resident contract with or without notice; and/or
- removal from voluntary roles appointed by College Administration.

*In the case of other Community Members, where appropriate:*

- requiring a personal or written apology to individuals and/or the community;
- exclusion from functions of the College or the Student Club;
- exclusion from the Grace College site temporarily or permanently;
- restitution of damages caused to individual, College, Student Club or third party property;
- monetary fines to be paid to College Administration and/or the Student Club;
- removal from voluntary roles appointed by College Administration.

## **9 Other relevant policies**

Grace College Community Members, especially managers and supervisors, are encouraged to read these Interim Rules in conjunction with relevant Grace College policies, including, but not limited to:

- Management of Inappropriate Conduct Policy;
- Sexual Assault and Sexual Misconduct Policy; and
- Grievance Policy.

## 10 More information and support

If you have a query about these Interim Rules or need more information please contact a Grace College Equity Officer:

**Anita Monro (Principal) 3842 4002 0409 273 059**

**Roxana Paterson (Deputy Principal) 0438 136 763**

If the concerns relate to Grace College Equity Officers further information can be sought from the Chairperson of the College Council  
chairperson@grace.uq.edu.au.

Persons who do not feel safe or confident to take such action may seek information from a manager, supervisor or Resident Assistant (RA), or a Grace College Equity Officer (details above).

Obtaining further information is a good way of clarifying an experience and the options available for responding to it.

The Employee Assistance Programme counselling is available free to Grace College staff regardless of whether the issue is related to a workplace problem or some other issue for the staff member. Grace College staff are encouraged to contact free, professional counselling from Grace College's Employee Assistance Programme - Drake WorkWise on 1300 135 600 or at [www.drakeworkwise.com.au](http://www.drakeworkwise.com.au).

The following services are available to UQ students:

Service	Phone	Extension
UQ SUPPORT SERVICES—24 Hr Crisis Counselling	1300 851 998	
UQ SUPPORT SERVICES—Counselling (Business Hrs)	3365 1704	51704
UQ CHAPLAINCY (Business Hours)	3365 7059	57059
UQ SUPPORT SERVICES & CHAPLAINCY (After Hrs)	3365 1234	51234

Additional support service contact details are available in the College's *Emergency & Critical Incident Management Plan (ECIMP)* and with First Aid Kits in all designated Fire Warden Areas of the College. For further information on emergency responses, please consult the ECIMP.

## 11 Review details

These Interim Rules were adopted by Grace College Administration on 24 August 2017.

These Interim Rules were last updated on 30 July 2018.

Versions are numbered by year and month (i.e. May 2017 is 1705).

<b>Versi on</b>	<b>Revisio n Details</b>	<b>Sections Affected</b>	<b>Revised by</b>	<b>Reviewed by Principal</b>	<b>Adopted by College Administratio n</b>
1708	Initial Draft	All	Monro	24 August 2017	24 August 2017
1807	Minor Chang es	2, 3, 10, 11	Monro	30 July 2018	N/A

These Interim Rules supersede all previously agreed rules in relation to “House Committee” as a mechanism for disciplinary action agreed between the Student Club and College Administration. When the College Council approves a formal Behaviour Management Policy, these interim rules may no longer be required.