

<b>Policy Title</b>	<b>PARTICIPANT SERVICE CHARTER</b>		
<b>Policy Number</b>	VAL07	<b>Version</b>	1
<b>Date Approved</b>	10/10/2017	<b>Review Date</b>	October 2020

This charter sets out your rights and how you will be treated when you take part in any Kensington Neighbourhood House (KNH) program or activity. It also sets out your responsibilities and what you can do to help us provide the quality programs and activities.

This service charter is about everyone being clear about how people should treat one another and how we can work together to achieve the best possible experience for you.

### **What you can expect from KNH**

KNH is committed to providing the best possible programs and activities, this includes respecting your right to:

- be able to access quality programs and activities;
- be provided with adequate information on programs and activities;
- be provided with adequate information on the house policies and procedures regarding your rights;
- be provided with a supportive, friendly and inclusive environment where you can learn, participate and achieve your goals;
- have your personal privacy protected by ensuring that all personal information is kept confidential;
- be respected irrespective of your culture, religion, disability, gender, sexual preference, age, opinions, views and individual needs;
- be safe and free from harm when taking part in KNH programs and activities; and
- be able to ask questions, provide comments or make a complaint.

### **What KNH expects from you**

You can help us provide the best programs and activities for you by:

- asking questions regarding any aspect of the course or activity that you are unsure of;
- respecting the house's policies and procedures;
- always acting respectfully and safely towards other people using the service and towards staff and volunteers;
- notifying the house if you are unable to attend a class or activity when possible;
- caring for the property of others and its return when borrowed;
- being punctual;
- responding to any reasonable instruction from a member of staff;
- turning off mobile phones in the classroom or during activities as appropriate;
- telling us about what you need or ways we can work together better;
- giving us your comments, ideas and opinions to help us improve our programs and activities;
- paying fees (if applicable) on time.

If something happens that you do not like please let us know. You can tell us in a way that suits you:

- talk to a staff member or manager
- email us at [info@kenhouse.org.au](mailto:info@kenhouse.org.au)
- call us on 93763666
- write to us at 89 McCracken Street, Kensington 3031

### **What happens if I don't comply with the Service Charter**

If you fail to comply with your responsibilities outlined above, the following process will occur:

- A warning will be given by the Manager or their delegate and you will be reminded of your responsibilities;
- If the non-compliance continues, you will be given one further opportunity to rectify the issue. You will be advised that this is your last opportunity to comply with the Service Charter and that if the non-compliance continues you may be asked to leave the program or activity.
- If the non-compliance continues the issue will be referred to the Board who will make a final and binding decision about dismissal from the program or activity.
- In exceptional cases of extreme anti-social behaviour the Manager has the right to exclude someone immediately from a program or activity subject to a right of appeal to the Board.

If you would like to know more about our Privacy Policy or Complaints and Appeals Process, copies of these policies are available on our website or in hard copy upon request.