

Policy Title	PARTICIPANT SERVICE CHARTER		
Policy Number	VAL07	Version	2
Date Approved	May 2023	Review Date	May 2027

This Charter is applicable to

- All KNH program participants

Purpose

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 an inclusive and welcoming environment for people of all cultures, religions, abilities, genders, sexual identities and ages.

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

- be provided with a supportive, friendly and inclusive environment where you can learn, participate and achieve your goals;
- be able to access quality programs and activities and be provided with adequate program and activity information;
- be provided with information, policies and procedures regarding your rights;
- receive reasonable adjustments to allow you to participate in KNH programs;
- be safe and free from harm when taking part in KNH programs and activities;
- be able to ask questions, provide comments or make a complaint; and
- have your personal privacy protected in accordance with the KNH Privacy Policy.

What KNH expects from you

We ask that you respect the house’s policies and procedures, always be respectful towards participants, staff and volunteers and help us create an environment committed to the safety, participation and empowerment of all participants, including children.

You can also 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;
- notifying the house if you are unable to attend a class or activity when possible;
- seeking consent from others when taking photos of them and not taking photos of other people’s children without permission from their parent/guardian;
- 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
- call us on 9376 3666
- write to us at 89 McCracken Street, Kensington 3031

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

If you do not meet the expected standards for program participants then:

- You may be issued with a warning and reminded of your responsibilities
- If you continue to not meet these standards, you will be given one further opportunity to address the issue. If the behaviour continues you may be asked to leave the program or activity
- In exceptional cases of extreme anti-social behaviour the Manager has the right to exclude you immediately from a program or activity. You can appeal this decision at the next scheduled KNH Board meeting if you do not agree.

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.