



Charter for Centre Users

WHAT YOU CAN EXPECT

- To be treated with courtesy & respect without fear of discrimination or harassment.
- We respect your privacy & treat all information with confidentiality.
- To be provided with accurate, consistent, timely & clear information.
- That all Australian laws, relevant regulations & acts will be adhered to.
- We aim to provide a safe and healthy Community Centre environment.
- We strive to offer our community access to services in a fair & equal manner.

YOUR RIGHTS

- To be involved in deciding & choosing the types of programs & activities most appropriate to meet the communities needs.
- To be given information to make an informed choice about activities and programs offered.
- To have access to activities & programs that take into consideration lifestyle, cultural, linguistic & religious preferences.
- To take part in any social activities offered by the centre.
- To be treated with dignity & privacy respected.
- To have access to a fair complaints system without fear of retribution.
- To expect any complaints to be dealt with fairly and promptly without fear of disadvantage.
- To choose a person to speak or negotiate on your behalf for any purpose should you require it.

YOUR RESPONSIBILITY

- To treat staff and volunteers with courtesy.
- To respond to requests for information accurately & in a timely matter.
- To abide by any legal requirements & other obligations that the Centre Users are to meet in order to be eligible to use the centre.

COMPLAINTS & FEEDBACK

- We encourage suggestions & feedback both verbally & written.
- Any complaints received either written or verbal will be taken seriously & followed through.
- You will be listened to, involved in the decision making & the outcome will be disclosed to you.
- VLCRC's policy on complaints & feedback is available to centre users should they ask for it. bdm@varsitylakes.org.au

