

POLICY

Community Access and Participation Policy

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1. Purpose

Trentham Neighbourhood Centre (TNC) is committed to equal opportunity and access for the whole community. This policy aims to ensure that TNC programmes and facilities are available to everyone, regardless of:

- Sex/gender
- Pregnancy
- Parenthood or childlessness
- Race or ethnic origin
- Marital status, including a de-facto relationship
- Religion
- Political persuasion
- Sexual preference
- Physical / Mental disability or impairment
- Age
- Income

2. Policy Statement

The TNC endorses equal opportunity and is committed to equity and inclusive access in both service provision and employment.

3. Scope

This policy applies to all staff, volunteers, members, participants and visitors to the TNC. It covers all Centre activities, including those held off-site.

4. Commitment

TNC is committed to maximising accessibility for everyone in the community and to identifying and removing barriers to access.

4.1 TNC committee and staff will:

- adhere to the terms of the Equal Opportunity Act 2010: no one shall be denied a position or place on the grounds of sex, race, religion or disability;
- maintain the privacy of personal information in accordance with our Privacy Policy;
- through our Enrolment Procedure, make our fees and payments procedures reflect this commitment to equal opportunity;
- ensure that entrances, traffic-ways and rooms will not be obstructed;
- ensure that minutes of Committee of Management meetings are made available to TNC participants, if requested, in alternative formats such as audio or large print;
- assist participants with literacy difficulties to complete enrolment forms and documents as required, and assist such participants to seek appropriate means to improve their skills.
- periodically audit how our facilities, including those off-site, accommodate people with special needs, and take steps to rectify any shortcomings so identified;
- implement our commitment to Child Safety;
- welcome children whenever this is appropriate to the course or activity or service, and within TNC Enrolment Procedures;
- monitor all our policies and practices to minimise grievances and complaints that relate to access and participation, and respond promptly to these complaints;
- take complaints regarding access and equity into account when reviewing all TNC policies, including this one.

4.2 TNC expects participants to:

- pay required fees and charges in a timely fashion (see Fees and Payments Procedure);
- attend classes regularly and punctually, and notify absence as soon as possible to the Manager or the tutor;

- complete agreed course work in a timely manner;
- treat tutors, students and other users with courtesy and respect;
- accept responsibility for their own possessions and behavior while on Centre premises.

5. Related TNC Policies and Procedures

- Privacy Policy
- Child Safety Policy
- Fees and Payments Procedures
- Enrolment Procedures