

2024 ENROLMENT FORM**COURSE NAME(S)** _____**PERSONAL DETAILS**

Given Names _____

Surname _____

Date of Birth ____/____/____

Sex Male Female Other

Home Phone _____

Mobile Phone _____

Email Address _____

Home Address _____

(Street number and name) _____

(Suburb) _____ (Postcode) _____

EMERGENCY CONTACT INFORMATION

Name _____

Phone _____

PHOTO PERMISSION

We sometimes take photos of students in class to use for advertising. Do you give your permission for your photo to be taken?

 Yes No**COUNTRY OF BIRTH**

What is your country of birth? _____

What language do you speak at home? _____

STUDENT SUPPORT

Is there anything the teacher should know about you that will affect your participation in the class? (ie. existing injury or medical condition)?

 Yes No

If yes, please provide details _____

INDIGENOUS STATUS

Are you of Aboriginal or Torres Strait Islander origin?

 Yes No**HOW DID YOU HEAR ABOUT THIS COURSE** Local paper Brochure Nextdoor Website Facebook Someone I know Community or Employment Agency Other**PRIVACY STATEMENT & ENROLMENT DECLARATION**

Avenue Neighbourhood House uses information contained in this form for reporting, statistical and planning purposes. All identifying data is removed prior to use. A copy of our Information Collection Statement and Privacy Policy will be made available upon request. I understand that the Avenue Neighbourhood House collects and maintains information in accordance with the Victorian Privacy Act 2000.

I agree to comply with the House's Participant Service Charter & Fees Policy (turn over).

Signature _____

Date ____/____/____

PARTICIPANT SERVICE CHARTER

This charter sets out your rights and how you will be treated when you take part in any Avenue Neighbourhood House @ Eley (ANH@E) 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 ANH@E

ANH@E 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 ANH@E programs and activities; and
- be able to ask questions, provide comments or make a complaint.

What ANH@E 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;
- 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@theavenue.org.au
- call us on 9808 2000

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.
- 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.

Fees & Chargers

- As a not-for-profit community organisation, we strive to make our classes as low-cost and affordable as possible.
- To ensure sustainability participants are encouraged to pay term fees before the term commences. Casual fees for full-term courses are unable to be offered due to the administrative costs associated with managing casual fees. Casual attendance in classes also means that we cannot manage waiting lists or maintain viable class sizes.
- In the event a class is missed, the House is unable to provide make-up classes. If a participant knows they are going to be absent for an extended period during a term, upon request, the Program Manager or House Manager may determine an alternative fee.
- For continuing classes, preference is given to existing participants who re-enrol by the end of the term. A continuing place cannot be guaranteed to existing participants who do not re-enrol by the end of the term as the place may be offered to those on the waiting list.