

## Participant Policy Statement

Effective 1 June 2018

### Welcome

Welcome to St. Stephens Community Living Centre and the class/workshop you are about to undertake. We hope that you enjoy your class/workshop and the friendship of other participants and of your tutor.

We are a not for profit organisation established in 2004 with the aim of building relationships towards a stronger sense of community. We offer programmes that foster individual wellbeing of mind, body and spirit and the growth of accepting, caring communities. We aim to provide our activities in a friendly and supportive environment.

### Safety

The Community Living Centre is part of the Ringwood Uniting Church which is a safe church, committed to the care, protection and safety of all people with whom it comes in contact and to providing a safe environment for all.

When enrolling in one of our programmes, participants are expected to observe the Uniting Church Safe Church Policy.

### Fees

We try to keep the prices of our classes low so that they can be accessed by as many people as possible in the community. We are not in receipt of funding from external sources so your fees are necessary to ensure that we are able to meet the fixed costs associated with running the centre, including the cost of providing suitably qualified tutors.

To keep our classes running, we require prompt payment of fees. Fee payment methods are published in our brochure. If paying direct to our account or online, please keep the receipt provided to you as proof of payment. Hand written receipts will be provided for cash payments, or upon request.

Discounted early bird rates are available and their closing dates are published in our brochure. Early payment helps you to secure a place in your chosen class and assists us to ascertain if a class will be viable to run.

You will be notified if a class for which you have enrolled is not deemed viable, and your payment will be refunded.

If you join a class after the term commences, we will endeavour to pro-rate your fees from your start date to the end of the term.

If you are experiencing financial difficulty, please speak to our Co-ordinator (in confidence) who may be able to organise a payment plan for you.

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### Discounts and Refunds

After term has commenced, we are unable to offer refunds. Once a decision has been made to proceed with a class, we need to be able to pay the tutor and to be able to keep offering the class for the benefit of other participants.

If you are absent due to extenuating circumstances (e.g. accident, unexpected illness or bereavement) we will negotiate with you to credit all or part of the fees already paid towards a subsequent term.

If, however, you are absent due to a holiday or other elective reason, we are unable to offer a discount.

In exceptional circumstances, if a refund is negotiated, a \$15.00 administrative fee will be deducted from any money that is refunded to you.

### Workshops

Bookings for workshops are made and paid for via our online booking platform. The closing date is seven days before the workshop date, unless otherwise specified.

If you book for a workshop then find you are unable to attend, you may withdraw with a full refund prior to the closing date (usually 7 days prior to the workshop). After this date, we are unable to offer a refund, however you are welcome to pass your ticket to a friend.

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We advertise our classes through our brochures and our website, but the best recommendations we can get is from our participants. If you don't enjoy our classes please tell us; and if you do enjoy our classes please tell your friends, family and work colleagues.

Thank you for your support.

St Stephen's CLC Committee of Management