



Gilmore Court, Belgrave South  
PO Box 231 Belgrave VIC 3160  
Ph: 9754 2274  
Fax: 9752 6363  
bsch@netspace.net.au  
<https://www.facebook.com/BelgraveSouthCommunityHouse/>

## Rights and Responsibilities

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- Every individual has right to feel safe.
- Every individual has a responsibility to participate well with others respecting their opportunity to enjoy their time on program.
- Responsibility to respect all individual's human worth, dignity and privacy.
- Right to be assessed for access to services without discrimination.
- Right to pursue any complaint about service provision without retribution and receive a fair investigation of complaints.
- Right to have an advocate of their choice to represent their interests.
- Right to be informed and to participate in decision making about the services they receive.
- Right to have their personal information being kept in a confidential manner.
- Right to have a process where they can have access to their own personal information kept by the agency.
- Responsibility to respect support workers and volunteers and treat them as you would like to be treated at all times.
- Responsibility to provide Belgrave South Community House information required to deliver the best possible support to all individuals.
- Responsibility to provide feedback about the service
- Responsibility to respect the diverse range of religious and cultural beliefs within Belgrave South Community House groups.

## Day Activities and Camps

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Belgrave South Community House require two full working days (48 hours) notice of withdrawal from an activity in order to provide a refund or to not be invoiced. An exception to this rule applies for activities that have an event or ticket cost incorporated into the fee and a refund from the venue is not possible e.g.: musical theatre, sporting events and festivals. Where another person is not found to attend the activity costs directly relating to tickets or event costs will not be refunded.

Belgrave South Community House requires one full week notice prior to a withdrawal from an camp in order to provide a refund or to not be invoiced. If the cancellation occurs within 2 weeks prior to the camp 50% of the cost will not be refunded or will be invoiced.

Consideration will be made to special circumstances subject to the discretion of the Disability Services Coordinator and/or Centre Manager at Belgrave South Community House.

Graham Bergroth  
Disability Services Coordinator