

# CALOUNDRA COMMUNITY CENTRE INC

## SERVICE CHARTER

Policy Number : **4.01**

Authorised By: Manager

Responsibility for Review : Management Committee and Senior Staff

Date last review:  
October 2025

Reviewed By:  
Chairperson & Manager

Date of next review:  
October 2027

Review Process :

This policy will be reviewed by the Manager and Program Co-ordinators and be presented at a Management Committee meeting for approval at the next date of review.

Documentation and Communication:

Any decisions requiring policy changes will be recorded in the Minutes of Caloundra Community Centre Committee of Management. Policy changes relevant to staff and volunteers will be either emailed out or discussed at staff and volunteer meetings.

**POLICY CONTEXT:**

Human Services Quality Framework Standards

Standard 3 (Responding to Individual Need)

Other Standards

Standard 2 (Service Access)  
Standard 4 (Safety, Wellbeing and Rights)  
Standard 5 (Feedback, Complaints and Appeals)

Relevant Policy

4.02 Freedom of Information  
4.03 Confidentiality and Privacy  
4.04 Access and Equity  
4.05 Feedback and Complaints by Client or Centre User  
4.06 Anti- Discrimination and Freedom from Bullying and Harassment  
4.07 Prevention of Harm in the Workplace  
  
And all program policies under Participation and Community Engagement.

Forms or other organisational documents:

Data Collection  
Organisation Training Register  
Privacy and Confidentiality Statement  
Code of Ethics

Legislation or other requirements

See Caloundra Community Centre's Legislation Document 1

<p>Purpose and Commitment</p>	<p><i>The organisation will ensure that people accessing our programs and services are made aware that we are committed to promoting opportunities for choice and participation. Our Centre user service charter clearly recognises the right of all service users and/ or clients to expect high standards of program and service delivery. In recognizing Centre users' rights to accessible and easily understood information staff will ensure that clients are informed at the period of earliest contact with the service and will occur on a one-on-one basis or within the context of group meetings.</i></p> <p><i>Caloundra Community Centre Inc will use the Centre User service charter as a mechanism for implementing and reviewing the way in which Centre users:</i></p> <ul style="list-style-type: none"> <li>• <i>Receive information about programs and services and how to access them.</i></li> <li>• <i>Participate in making decisions that are relevant to them.</i></li> <li>• <i>Are provided with opportunities to participate in program and service planning, development, implementation and evaluation.</i></li> </ul>	
<p>SCOPE</p>	<p><i>Centre users, clients, volunteers and staff.</i></p> <p>People who participate in social groups, get involved in community projects, attend the Centre on a regular or irregular basis or general users of the centre and its facilities, are defined as Centre users, residents, participants, community members or active citizens.</p> <p>We use the term “volunteers” for those people we recruit, onboard, train, and support for specific roles such as the management Committee or Pets for Life.</p> <p>Only people who are receiving a case managed service or intensive support through a funded program are defined as a “Client”. For example, a client is someone who has undergone an intake process and is engaged in case management services through our family support program.</p>	
<p>Program and Service Delivery Overview</p>	<p><i>Caloundra Community Centre Inc. provides a range of generic programs, services and facilities. Caloundra Community Centre Inc has a commitment to inclusiveness and seeks to respond to and address the needs of the most socially culturally and economically disadvantaged and discriminated groups in the community including Aboriginal and Torres Strait islander people, people from culturally and linguistically diverse backgrounds and people with a disability. Where appropriate, people will be supported towards empowerment and encouraged to seek pathways to self-reliance.</i></p> <p><i>As a community organisation Caloundra Community Centre Inc values and promotes collaborative working relationships with local and regional organisations’. For more detail on services please refer to brochures in each program area and the organisational structure all displayed in the reception area.</i></p> <p><i>The Centre is open between 9am and 3pm Monday to Friday. You can contact Caloundra Community Centre on 54914000 or email <a href="mailto:admin@calcomm.org.au">admin@calcomm.org.au</a>.</i></p>	
<p>Procedures</p>	<p>4.1.1</p>	<p>Caloundra Community Centre Inc. will document and display in a prominent place the Client Service Charter. Clients who have a complaint or who wish to</p>

		initiate an appeals process related to this service will be informed about our disputes policy and assisted in understanding their rights to lodge a complaint.
	4.1.2	Staff will assist clients to understand their own rights and to safeguard wherever possible, the rights of their clients. Clients have a right to access the complaints procedure without any interruption to the receipt of services and staff will ensure that services are continued in this instance
	4.1.3	People accessing our programs and services will be informed about their right to privacy and to expect that the information they are sharing remains private and confidential. (See Policy – 4.3 <i>Confidentiality and Privacy</i> )
	4.1.4	People’s right to participate in program and service decisions will be respected and they will be given opportunities to do so. This will occur through regular program evaluations, feedback sheets and consultation related to Strategic Planning processes.
	4.1.5	Support will be provided to ensure people have access to an interpreter or advocate if required.
	4.1.6	Caloundra Community Centre has a Code of Ethics which clearly articulates the values and principles to which it aspires.
	4.1.7	Training related to the Client Service Charter will occur during induction and at staff and volunteer meetings on a yearly basis.