



Sandybeach  
Centre

# Information for Participants

*Sandybeach Centre acknowledges the Bunurong People of the Kulin Nation as the Traditional Owners and Custodians of this land, and we pay our respects to their Elders past, present and emerging.*



## Welcome

Welcome to Sandybeach Centre! This booklet contains important information about our programs, and we recommend you read it carefully.

We are committed to the safety and wellbeing of children and young people



If you have any questions, please visit our website (<http://www.sandybeach.org.au>) or contact us on 9598 2155.

## Our Mission

Sandybeach Centre is an inclusive organisation providing programs and services that enrich the quality of life for our diverse community.

## Our Vision

Sandybeach will become the place to meet, connect, learn and have fun.

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## Your Rights

As a participant accessing Sandybeach Centre activities or courses you have the following rights:

- To a non-judgmental environment.
- To privacy and confidentiality.
- To have your needs assessed, be informed and part of any decisions made.
- To enquire, question, complain and provide feedback and to use the services of an advocate.
- To be treated with respect and courtesy.
- To be aware of policies, statements, course outcomes, details of services provided and standards for services provided.
- To equity of access to all services and programs at Sandybeach Centre.
- To withdraw from any service or program without judgement (please refer to our Refund Policy).
- To be provided with quality services and programs at a high standard of professionalism.

## Your Responsibilities

You have the following responsibilities as a participant at Sandybeach Centre activities or courses:

- To take responsibility for any of your actions/decisions.
- To provide accurate information when enrolling.
- To provide feedback on any concerns you may have.
- To advise us of any relevant health concerns.



- To respect Sandybeach Centre property.
- To respect the rights and welfare of Sandybeach Centre participants, volunteers and staff, including a safe work environment.
- To communicate with staff/tutors inside program hours unless authorised by a staff member.
- To communicate respectfully at all times, including when using social media connected with Sandybeach Centre.
- To attend classes/sessions as scheduled.
- To agree to current COVID safe practices at Sandybeach Centre.

If you fail in these responsibilities, you will be asked to participate in the following procedure:

The issue will be discussed with you by your tutor or program co-ordinator and the appropriate department manager. You can use the services of an advocate if you wish.

You have the right to a fair and equitable process.

You have the right to be heard by the Chief Executive Officer if you feel that the proceedings have not been satisfactory.

If the matter is unable to be resolved, Sandybeach Centre will arrange for an appropriate external and independent agent to act as a mediator.

Sandybeach Centre will attempt to resolve the matter through discussion and conciliation and will follow the Centre's Client Complaints, Grievance Procedures and Appeals policy.

## Eligibility, Concessions and Subsidies

You are eligible for a government subsidised place in a Learn Local (ACFE) funded program if you are an Australian citizen, Permanent Resident, holder of a Special Category Visa (subclass 444), an East Timorese asylum seeker, or a holder of a Temporary Protection Visa. Applicants are required to provide proof of citizenship/residency status upon enrolment and if relevant to eligibility, a document which confirms date of birth.

Subsidies may also apply if you are accessing Home and Community Care and/or Commonwealth Home Support Programs (e.g. REACH/STEP) if you have been assessed as eligible for funding.

## Participant Support

Sandybeach Centre offers you the opportunity to nominate if you require support to do your chosen activity.

If you find that you require support during the time you are attending the Centre, you can advise your tutor or program co-ordinator and the Centre will do all we can to support you.

A support worker can be arranged externally by the participant or through Sandybeach Centre. Support through Sandybeach Centre will incur an additional cost.



## Interpreter Services

Sandybeach Centre is able to assist you with Interpreter Services via Language Loop - [www.languageloop.com.au](http://www.languageloop.com.au)

## Equal Opportunity

Equal opportunity means you have the right to receive fair, equal and non-discriminatory consideration. Sandybeach complies with the requirements of the *Equal Opportunity Act 2010*. For more information on Sandybeach Centre's policies and procedures please contact Reception on 9598 2155 or visit [www.sandybeach.org.au](http://www.sandybeach.org.au)

## Advocacy

Sandybeach Centre participants have the right to be represented by an advocate of their choice at any time to represent their interests in their dealings with Sandybeach Centre.

For older community members and My Aged Care participants we support advocacy services. For further information and options, see <https://www.myagedcare.gov.au/advocacy>



## Use of Photos, Video, Audio and Written Materials

Part of the Sandybeach Centre enrolment process involves agreeing to the taking of photos and video recordings to use in promotional material, evidence of program participation and evidence of the completion of assessment tasks.

Participants have the opportunity to opt out as part of the enrolment process.

Participants are required to obtain permission from Sandybeach Centre to publish images that have been taken in a Sandybeach Centre program or activity.



## Privacy

Sandybeach Centre collects information when you apply or register interest to be a participant, are the parent or guardian of a participant, are a paid or volunteer member of staff, or in the course of research to improve our service offering. This information enables us to provide the services you require, provide information about our activities and meet legislative and funding body requirements. All organisations are bound by Privacy Legislation.

We are committed to protecting the confidentiality of your records and we treat your information in the strictest confidence and store it securely.

Under the *Privacy and Data Protection Act 2014 (Vic)*, *Health Records Act 2001 (Vic)* and *Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012*, you have the right of access to personal information we hold about you. Where there is a cost incurred in copying and retrieving documents this cost may be passed on to you. If this information is incorrect, you have the right to require us to amend the information.

If you have any questions about this Privacy Policy or believe that we have at any time failed to keep one of our commitments to you to handle your personal information in the manner required by the Privacy Act, then we ask that you contact us immediately using the following contact details:

Privacy Officer, 2 Sims Street, Sandringham VIC 3191  
Ph: 03 9598 2155.

## Refusal of Service

The welfare of participants at Sandybeach Centre and the equity of service are of the utmost importance and in order to ensure this occurs, service may be declined or denied to some people.

Sandybeach Centre may refuse service to applicants and current participants for reasons which may include but are not limited to:

- Failure to accept responsibilities as outlined in the Information for Participants brochure.
- Breaking the law.
- Not being part of the identified target group, where activities have been developed for a specific group.
- Endangering participants, volunteers or staff.
- Harassment and abuse of participants, volunteers or staff.
- Disruption of class routine and activities.
- Abuse of another's privacy.
- Sandybeach Centre's limited capacity to provide personal support.
- Non-participation in required tasks.
- Failure to comply with regulatory requirements.
- Participant non-compliance of subject/module requirements.
- No vacancies in activity of choice in which case the participant may have the option of being placed on a waiting list.
- The participant is not fully vaccinated against COVID (or has an unauthorised exemption).
- Non-adherence to COVID safe practices and procedures.



Prior to refusal of service, the participant and/or their advocate will be consulted to try to resolve the matter. Please refer to the Complaints Policy for more information.

## Personal Possessions

Participants and visitors must assume responsibility for all items of personal property while at Sandybeach Centre. Personal property should never be left unattended.

Sandybeach Centre cannot accept responsibility or liability for the loss or damage of personal property.

## Quality Assurance

Sandybeach Centre has a variety of processes to ensure we are constantly assessing the quality of our operations and to develop plans for improvement. As a participant, we also welcome your feedback to ensure our services are meeting your needs.

You can provide feedback via:

- Questionnaires and surveys provided, including class or program evaluation.
- Feedback postcards are available at Reception.
- Customer feedback box located at Reception.
- Our website [www.sandybeach.org.au/contact-us](http://www.sandybeach.org.au/contact-us)

## Complaints, Feedback and Appeals

We care about your opinion of us and whether we are meeting your needs. You have the right to have your feedback/complaints heard and dealt with in a timely and systematic way.

If appropriate, please discuss the matter with the relevant staff member or department manager who will advise you of Sandybeach Centre's Complaints and Appeals procedure.

There are feedback cards available at Reception which can be filled out with or without your name (for privacy).

There is also a feedback section on our website – [www.sandybeach.org.au/contact-us](http://www.sandybeach.org.au/contact-us)

It is important to us that you feel heard and responded to. A senior member of staff will respond to your complaint/feedback in a timely manner.

If we are unable to resolve your feedback/complaint, the Victorian Ombudsman services are available. For more information please visit [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)



## Health and Safety

As a participant, you are responsible for behaving in a safe manner and for complying with all health and safety requirements. You should not place yourself or any other person at risk and take steps to avoid, eliminate or minimise hazards. Please report all incidents or accidents to Reception.

In the event of a medical emergency, Sandybeach Centre will call for emergency assistance for you if we determine it is required. If any costs are incurred, for example ambulance call-out fees, you will be responsible for these costs.

- There is a **doorbell at the accessible toilet** for emergency assistance.
- Each room has an Evacuation Plan on display.
- Please notify Reception of any allergies and other important medical information when enrolling. Details will be forwarded to the relevant program area.

## COVID Safe Practices and Procedures

- **Sanitise** – there are sanitising stations in various locations around the building. Sanitise or wash your hands regularly.
- **Socially Distance** – stay 1.5m apart from others where possible. Wear a face mask when you cannot socially distance. Carry a face mask with you at all times.  
Please Note: Face masks must be worn on Sandybeach Centre buses and when attending classes in our kitchen.
- If you are feeling unwell please do not attend Sandybeach Centre.

## COVID Safe Practices in Class rooms

- Participants are to sit in seats as they are set up to follow social distancing requirements.
- Tutors are only required to wear face masks when they cannot socially distance or when teaching classes in our kitchen..
- Please bring your own water bottle, food and any utensils needed.
- Your tutor will follow COVID Cleaning guidelines.

## Illness and Infection

If you are unwell or have an infection please do not attend Sandybeach Centre. If you are unwell while attending a class please let your tutor or program co-ordinator know so arrangements can be made.

## Extreme Weather

In circumstances of extreme weather your classes may be cancelled. Please contact Reception on 9598 2155 to confirm.

## Emergency Evacuation

When commencing any program or activity at the Centre, please:

- Locate the Evacuation Plan in your room.
- Note the exit paths.
- Identify the Emergency Assembly area.

In an emergency, please follow the directions of Centre staff.

**Your safety and the safety of others depends on a calm response to the situation.**



## Cancellation and Refunds

### General Information

If a course/program is cancelled by Sandybeach Centre, a full refund is made. Refunds will be issued in the same format as the payment was made. We are unable to provide cash refunds.

### Courses, Programs and Activities

Refunds must be requested a minimum of 5 business days prior to commencement of a course/program for consideration of a refund. Please note where materials have been purchased based on your enrolment, this component of the fee will not be refunded. An administration fee of \$40 applies to all cancellations. Once the course/program has commenced the fees may not be refundable.





## Relevant Centre Policies and Procedures

Sandybeach Centre operates under a management system. There are a number of policies and procedures, those of which are relevant to participants may include but are not limited to:

- Advocacy Policy
- Bullying Policy
- Cancellation and Refund Policy
- Child Safety Policy
- Client Rights and Responsibilities Policy
- Code of Conduct Policy
- Complaints and Appeals Procedure
- Duty of Care Policy
- Privacy Policy
- Plagiarism Policy and Procedure

If you would like to know more about Sandybeach Centre's Policies and Procedures, contact Reception on 9598 2155.



## REACH Social Support Programs (Recreational and Educational Activities Catering for the Homebound)

The Sandybeach REACH program offers a range of interest based, stimulating activities that provide opportunities for social connection and enhanced wellbeing. Our REACH program provides programs to individuals over 65 (and Aboriginal and Torres Strait Islander people over 50) and Carers. We aim to assist you in learning new skills and maintaining or improving your health and wellbeing in a social and supportive atmosphere.

### REACH Eligibility

You may be eligible for **REACH** services if any of the following apply to you:

- Living in your own home or in Residential Facilities.
- Are socially isolated.
- Have physical and/or cognitive disabilities associated with the ageing process.
- You are a carer of a frail and older person with memory loss or other physical/cognitive disabilities.

If you are over 65 (or Aboriginal and Torres Strait Islander over 50) and referred via My Aged Care, you will be entitled to a subsidised fee.

## REACH Intake Process

Potential participants who are either self-referred or referred through **My Aged Care (MAC)** undergo an intake process. Potential participants are invited for a free trial to experience how the program operates. Participants then complete an enrolment form and fees are explained. If eligible, participants will be encouraged to contact MAC on 1800 200 422 to receive potential concession rates. Medical authorisation may be required from a GP to participate in our exercise programs.

## REACH Fees, Charges and Financial Hardship

REACH program invoicing is based on quarterly fees for the upcoming quarter and are paid in advance. Sandybeach Centre will endeavour to send out invoices prior to the start of the Term.

Fees for people commencing throughout the quarter will be invoiced on a pro rata basis.

Sandybeach Centre may at its discretion, determine a lesser fee or charge for individuals who wish to participate in activities, but who are suffering financial hardship. Applications for consideration must be made in writing.

People accompanying participants with disabilities associated with the ageing process will not be charged fees, provided they have advised us on enrolment that the participant requires support to undertake an activity.



## STEP Programs for people with a disability (Sandybeach Training Education Pathways)

**STEP** programs are designed for people with a disability. Classes range from numeracy and literacy, gardening, cooking and getting out in the community. Classes are friendly and are aimed at giving participants a safe place to explore interests and expand their potential.

### STEP Enrolment Process

To enrol in a **STEP** program please arrange an appointment with our STEP Co-ordinator to discuss your eligibility and placement availability. We will provide you with an application form which helps us assess your individual needs and goals. Upon confirmation of course place/s you will be required to complete an enrolment form and other relevant documentation.

### STEP Payment Method

Participants are required to pay an upfront fee per term.

### STEP and NDIS

Sandybeach Centre is not a NDIS (National Disability Insurance Scheme) Provider. However, participants are able to use their NDIS funds if they use a NDIS Fund Manager or are Self Managing.

Sandybeach Centre is committed to supporting all participants with NDIS plans to meet their goals.

We aim to deliver our STEP programs in line with the NDIS Code of Conduct and The National Disability Service Standards.



## Learn Local

Learn Local are programs run by Sandybeach Centre that are subsidised by the State Government of Victoria (ACFE). Sandybeach Centre offers a number of different programs in a variety of disciplines including Job Skills, Lifestyle and Language Skills, Self-Development, Arts and Writing.



## **Lifestyle, Leisure and Exercise**

Sandybeach Centre offers a number of Health, Body and Mind programs. Please see Reception or our website for further information.

## **Carers Support**

Sandybeach Centre aims to improve the health and wellbeing of carers through provision of a variety of needs-led programs including: respite; interest-based activities offering social connection; individual support; and opportunities for carers to share meaningful activities with their care recipient.

## **Events**

Special events are held at Sandybeach Centre from time to time. More details can be found at

[www.sandybeach.org.au/news](http://www.sandybeach.org.au/news)

If you have any questions about any of the details contained in this booklet, please ask us for more information or visit our website [www.sandybeach.org.au](http://www.sandybeach.org.au)  
We hope you enjoy your time at Sandybeach Centre.

**Follow us on:**



Sandybeach Centre



sandybeachcentre

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**2 Sims Street**  
**Sandringham 3191**  
**Phone: 9598 2155**  
**Email: [admin@sandybeach.org.au](mailto:admin@sandybeach.org.au)**  
**Website: [www.sandybeach.org.au](http://www.sandybeach.org.au)**  
**ABN 39 853 867 516**



## Our Sponsors include:



*Sandybeach Centre is a community organisation and receives funding from the Victorian and Commonwealth Governments.*



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