



YMCA VICTORIA CUSTOMER SERVICE CHARTER RIGHTS AND RESPONSIBILITIES

Our Customer Service Charter states our commitment to provide you with quality services and gives you standards by which to measure our performance. It tells you what you can expect from us, as well as what your obligations are when visiting a YMCA-managed facility or attending a YMCA-managed event.

It provides our employees and volunteers with clear standards to strive for in service excellence.

Finally, our Customer Service Charter outlines what you can do if you have a question or concern.

It is important to note that the facilities we manage, and the programs, services and activities we run are covered by the relevant federal and state legislation, with which this charter complies. In the event of any confusion, the relevant legislation supersedes this charter.

1. Service delivery standards

1.1 Access

It is our goal that no-one, as a result of their social, cultural, geographical, educational, physical or economic situation will be denied an opportunity to participate in YMCA programs, events or activities or access a YMCA-managed facility. We will shape our programs and services to be available to as many people as possible regardless of cost, background or disability.

1.2 Responsiveness

Will respond promptly to your enquiries received through our phone, web, mail and email and social media channels, as well as in person.

We will provide accurate and up-to-date information when you need it, and will tailor our responses to your needs.

1.3 Accountability

We take responsibility to give you the correct information about our facilities, programs and services, to ensure our facilities are open and our events run at the times specified and advertised.

In the case of unforeseen, unavoidable changes to scheduled programs, events or activities, or access to facilities, we will communicate with you in a timely manner.

We will be consistent in our dealings with you, and your enquiries will be handled according to their complexity by someone who has the appropriate experience and level of authority. We will be transparent, honest and accountable for our behaviour towards you, and our interactions with you; if we have made an error, we will apologise and make every attempt to rectify the mistake.

1.4 Safety

You have the right to feel safe when attending a YMCA-managed facility or participating in a YMCA-led event, program or activity. We aim to create environments where everyone can feel physically, verbally, emotionally safe and free from abuse. We are accredited by the Australian Childhood Foundation as a child safe organisation, and all staff and volunteers must comply with our code of conduct and Safeguarding Children and Young People Policy which has been endorsed by the National Council of YMCAs.

When attending a YMCA-managed facility or attending a YMCA-led program, event or activity, you have an obligation to behave in a manner that does not endanger yourself or others. Please report anything you believe to be unsafe, or behaviour you think is putting the health, safety and wellbeing of people at risk. Contact your nearest YMCA centre or managed facility to do so.

1.5 Respect

You have a right to be treated with respect, dignity and in a way that is responsive to your culture and beliefs. You have an obligation to treat YMCA staff and volunteers with respect, as well as respect the dignity and personal autonomy of those who are using our services and participating in our programs, events or activities.

1.6 Communication

You have a right to understand the information we share with you, and every interaction we have with you. We aim to communicate with you in a manner that best suits your specific communication needs. We commit to making our communications clear, concise, timely and accurate.

2. Rights and regulations of usage

The YMCA manages a diverse range of programs, events and activities, and facilities and venues. Each one has specific terms and conditions that apply to each operating environment. You can find the terms and conditions on our website by searching for the relevant facility. In most circumstances, terms of entry are on display at the facility entrance.

3. Recruiting suitably qualified staff

Every staff member and volunteer in active service will hold the minimum qualifications for their role as determined by peak industry bodies, governing organisations, and legislative regulations and requirements. Where necessary, we will require further mandatory qualifications and training.

4. Privacy

The YMCA respects the privacy of our clients, members, participants, staff, volunteers and visitors. We abide by the Privacy Act 1988, the laws that protect the privacy of your information. We collect information about you to ensure we can give.