

MILL PARK COMMUNITY HOUSE

Student Handbook



**Version 16
2026**

This handbook provides information about the Mill Park Community House and includes summaries of a number of policies and procedures that relate to you as a student.

Our policies and procedures are in place to ensure you achieve your desired outcomes and gain the maximum benefit from your program.

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Mission Statement

Mill Park Community House (MPCH) will provide an optimum level of service to all members of the community.

Mill Park Community House will aim to recognise the ever-changing needs of the community, thus reflecting its values and providing opportunities accordingly.

Our Aims and Objectives

- Develop employment opportunities for the general community by providing quality work education programs.
- Provide a wide range of quality community based learning opportunities for clients with intellectual disability.
- Provide quality childcare to meet the needs of the relevant user groups.
- Continually develop consumer driven special-needs programs for the general community.
- Maintain staffing excellence by providing ongoing staff training, support and development.

Our Guiding Principles

- Operate an effective, accountable and flexible community owned organisation.
- Maintain a high level of open and effective communication both internal and external.
- Create quality educational experiences that are responsive and relevant to community aspirations, interests and needs.
- Ensure accessibility to learning for all people by offering diverse and affordable programs.

Consolidation

We will not duplicate the work of other education providers by offering direct or similar education services in competition.

Flexibility

We will maintain flexibility in our operations and functions ensuring appropriate responses to the changing education needs of the community.

Excellence

We will strive for excellence in all of our areas of education service, accountability to the community and administration using our quality assurance policies for guidance.

Student Rights

MPCH recognises that all students have a right to:

- learn in an appropriate environment, recognising that all people using our services have a right to be free from any form of harassment and discrimination
- have their learning needs known and addressed, within our resources
- expect a competent tutor and have the opportunity to achieve the expected course outcomes
- be re-assessed if competency is not achieved at the first assessment, or if they disagree with an assessment decision
- be assured of privacy and confidentiality in all personal matters and information
- expect that Mill Park Community House meet all legislative and regulatory requirements.

Student Responsibilities

Mill Park Community House expects that students will:

- display a high level of personal responsibility for their learning process and for their interaction with staff members and other clients
- behave appropriately in line with our *Productive Participation Policy*
- dress appropriately, keeping in mind the nature of the course they are attending and reflecting industry and community standards
- come to class alcohol- and drug-free, and if a smoker, smoke in the designated areas only (noting that we can direct you to information on quitting smoking)
- take care of personal possessions while attending MPCH
- maintain a clean and tidy work area, and assist with general venue tidying at the end of a class
- pay all course fees and associated charges (and where this could cause hardship discuss the matter with the Course Coordinator who may be able to arrange payment in instalments)
- recognise other peoples' human worth and dignity, adhering to anti-discrimination requirements as required by law
- promptly report all injuries, incidents or any form of harassment or other discrimination to the Director.

Student Support and Guidance Services

Mill Park Community House is dedicated to supporting all students who attend the centre. All members of staff must encourage a supportive learning and working environment.

We require our Tutors to be informed and approachable for any concerns or guidance you may require, and to be able to refer you to the appropriate information body if we cannot provide the guidance or support you need.

Speak with the Course Coordinator or your Tutor if you have special needs. We will try to meet those needs within available resources.

Privacy Policy

Mill Park Community House will comply with the *Privacy Act* in relation to the collection and management of your personal information. Our aim is to safeguard personal information ensuring that confidentiality is respected and records are securely stored. In summary we will:

- only collect personal information from you that is directly related to your participation, and will treat it as confidential
- obtain written informed consent for the release of any personal information to other parties, except in an emergency situation
- obtain your written permission prior to using any photographic or other images of you or using other personal information
- allow you to view their own records (and correct personal information if it is not correct), on request to the Course Coordinator
- treat any breaches of confidentiality and privacy seriously.

Complaints and Appeals Policy

We have procedures for dealing with complaints and appeals. Anyone associated with Mill Park Community House has the right to present a complaint and to appeal any decisions (including assessment decisions) and to be treated fairly in the process.

In dealing with complaints and appeals we will involve you in decisions about how to resolve issues, give you reasonable notice of any processes and ensure our decisions are unbiased.

We will treat all complaints and appeals in confidence, involving only those who need to know, and only with your permission.

We support informal, consultative processes to resolve issues wherever possible, but we also have processes to deal with formal complaints and appeals. Formal complaints must be in writing. We have a form for this.

Contact your tutor or the Course Coordinator if you have a complaint; they will try to resolve the matter informally in line with our policies and procedures and can also provide you with a full copy of the procedures on request.

Continuous Improvement

We will ask you for feedback on our services at the end of each training program and seek your assistance in this way to improve our services.

Access and Equity

Mill Park Community House promotes a learning environment free from discrimination and harassment including unsolicited approaches, comments or physical contact of a sexual nature, victimisation, and bullying and racial vilification.

Mill Park Community House is committed to supporting access to its range of services and to enhancing employment opportunities by people from disadvantaged groups. This includes people who are disadvantaged socially, geographically, educationally, physically, intellectually or by gender.

Disability and reasonable adjustment

Mill Park Community House is committed to supporting individuals with a disability to enjoy access to training programs and pre-employment opportunities we offer, and we encourage all people to participate as fully and independently as possible. For example, we can make reasonable adjustments to the venue, service delivery, operations and training or other resources in order to cater for people with a disability.

Harassment

All staff and students are entitled to enjoy a work and learning environment free from workplace harassment, and we require students to behave in line with this expectation.

Harassment includes any unsolicited approaches, comments or physical contact of a sexual nature, victimisation, and bullying and racial vilification. We will not tolerate any of these behaviours and will deal seriously with any such behaviour.

Productive Participation Policy

All staff, clients and program participants must behave appropriately. To ensure a fair and reasonable environment for all, we will investigate any behaviour that is unreasonable or unfair in any way, or any behaviour that reflects adversely on Mill Park Community House or its staff and clients.

Depending on the outcomes of the investigation of inappropriate behaviour, we may take disciplinary action.

For students, this could include cancellation or suspension of enrolment or any other disciplinary actions, also in line with the gravity of the behaviour.

We will immediately deal with any serious and deliberate breach of our standards including (but not limited to) the following:

- taking, possessing, trafficking, or being affected by illegal substances or alcohol
- engaging in physical violence or threats of violence towards staff or learners
- possessing illegal weapons
- using abusive, offensive or threatening language
- acting in any way that could cause any loss, damage or harm to the organisation or its employees, learners, property and equipment.

Where we suspect any actions or events are unlawful, we may also involve any applicable external authorities.

Workplace Health and Safety (WHS)

Mill Park Community House considers the health, safety and welfare of its staff and students to be of the utmost importance. We take all reasonable practicable steps to provide and maintain a safe and healthy work and learning environment. The success of this depends on all people on our premises sharing responsibility for ensuring a safe and healthy environment.

Post COVID 19 we are mindful of Infection Control – if you are unwell, please remain at home.

Mill Park Community House does not permit the consumption of alcohol or other drugs on any of its premises or during training. Smoking is not encouraged and is only permitted in designated areas.

Student Selection, Enrolment and Orientation

We ensure persons seeking enrolment and those enrolled in our programs are treated equitably. We select people based on their skills, aptitude and relevant qualifications including life experience.

So that people derive maximum benefit from our programs, we also select based on each person's ability to fulfil the program entry requirements. This may include assessment and support in identifying language, literacy and numeracy skills.

You will be provided with course information prior to enrolment to enable you to make an informed choice. Enrolment conditions are clearly stated in each course program. Where there are pre-requisites, these are stated in the course details. If you meet the course entry requirements, student selection is on a first come, first served basis.

The first session of the course provides orientation the information you will need for participation including:

- introduction to trainers, staff and other students
- orientation to the facilities equipment and resources
- course timetable
- flexible learning and assessment strategies
- organisational policies and procedures
- client support and welfare services
- question and answer session.

Fees and Refunds

Learn Local Programs

Course fees and charges are stated in the course program and an estimate of any additional costs will be advised prior to enrolment. Mill Park Community House will provide refunds for on-going programs (those that run for more than one session) as follows.

- If you can't take up the place in a program, and let us know in writing before you commence, we will refund fees paid.
- If you do not arrive, or leave before attending 15% of the program, we will refund pro-rata the remaining fees paid and charge \$25 for administration
- If you leave after 15% of the program, we won't give you a refund except where there are exceptional circumstances.

Depending on the reasons for withdrawal a place could be offered in a subsequent program.

For training programs of one session only, we will not refund fees if you don't participate, but will try to place you in another program.

You must complete and submit the *Refund Form* to claim fees. You can get this from the Mill Park Community House Administration Office.

Recreational Programs

No refund will be issued once the program has commenced.

Learn Local Certificate of Completion

Depending on the training program a Certificate of Completion will be issued after you are assessed as competent.

If you lose your Certificate of Completion and need a copy, a fee of \$5.00 will apply.

Recognition of Prior Learning and Credit

We recognise your previous learning experience and that it will enhance your participation in your chosen course.

Personal Safety

Mill Park Community House is located in a residential area, and there is a local bus stop outside the door.

Students participating in courses that finish after dark will note that the building is well lit, and the surrounding streets also have adequate lighting. However, you are advised to leave in groups. If you are walking from the centre, you should be aware of your environment. If you need a taxi or collection we can contact people on your behalf.

Site Locations

Mill Park Community
House

68 Mill Park Drive
Mill Park Victoria 3082
Telephone: 9404 4565

Mill Park Community
House & A.T.S.S.
816 Plenty Road
South Morang Victoria
Telephone: 9436 9484

Our locations are diverse; the focus at South Morang is on clients over the age of 18 years with an Intellectual disability, the Mill Park Site has a wider focus in the general community.

Please feel free to ask if you have any questions, or if you wish to have a copy of any of our policies or procedures in full.