

YMCA Open Doors Nomination Form

Date:

Centre name:

YMCA Victoria is a charity dedicated to providing opportunities for people to be healthier, happier and connected to their community. We focus on positive change and believe that everybody has a right to equal access to physical, mental and social wellbeing.

While hundreds of thousands of people access YMCA programs or services on a weekly basis, we are concerned about vast number who cannot due to their social and economic situations. In order to help more Victorians in need be healthier and happier, YMCA Victoria subsidises the cost of our programs and services.

YMCA requires that an independent third party verifies that the persons applying are experiencing financial disadvantage. They must also demonstrate how participation at a YMCA will make a difference in their client's lives. Community services, or agencies who act in a professional capacity to support those in this cohort, are considered Referral Agencies by the YMCA.

How it works

The role of the Referral Agency is to nominate, from your client base, individuals or families who have expressed an interest in the opportunity to participate in recreational activities such as those provided at the YMCA. The wide range of YMCA managed facilities and the programs available can be found by visiting www.victoria.ymca.org.au

The following guidelines will assist with the nomination process. Please note the nomination and application forms following will be used by the YMCA to determine the financial need of the applicant and their suitability to access the identified program or service.

YMCA Victoria is committed to having a positive and ongoing impact on all participants. The initial period of access will vary, for specific details contact the YMCA Open Doors coordinator at the facility identified as closest to your client.

The outcome of applications will be notified via the Referral Agency.

Participants will be invited to the facility to meet with their YMCA contact person and arrange an orientation and induction to their selected program or service. Some YMCA managed facilities will require the referring agency to also attend this appointment.

YMCA Victoria will monitor throughout the program to ensure the participant is attending and that their needs are being met. In the instance of a participant not attending regularly the YMCA contact person will follow up with the referral agency and the participant. Access may be suspended or cancelled where communication is not received in regard to non-attendance.

At the completion of each access period an evaluation will be completed including the appropriateness of the program for the participant and any benefits/challenges encountered. This will be done in consultation with the referral agency.

The participant may be asked to participate in a survey conducted by the YMCA to capture the outcomes of their experience. This is completely optional and is not connected to their opportunity to extend their access period.

Who do you nominate?

When nominating your clients we ask that you nominate people and/or families who are:

- Experiencing disadvantage and whose financial circumstances make them unable to pay the full fee for YMCA programs and services
- Able to demonstrate how their circumstances will be improved through involvement at a YMCA managed facility
- Living, or attending a service or school within the same area (approximately 5 km), to the YMCA managed service/program (with the exception of camps). Children under the age of 10 years must be accompanied by an adult when attending a YMCA managed centre/program (with the exception of camps).

How to nominate?

- Visit www.victoria.ymca.org.au to determine if there is a YMCA managed facility in close proximity to your client's accommodation. Visit the website of the closest facility to consider program options available.
- Discuss with applicant the preferred program/service from those available at the closest YMCA managed facility.
- Complete in detail the Referral Agency Nomination Form. Forms will be held in strict confidence between the YMCA and the referral agency.
- Referral agency to assist the applicant or applicant's parent/guardian to complete the Participant Application Form in detail.
- Referral Agency to submit both completed forms to the contact details on the relevant YMCA managed facility application forms
- The YMCA managed facility to which you submit the nomination will acknowledge receipt of the nomination and provide review timelines within a week via email.
- Applications are reviewed and the outcome communicated to the Referral Agency. Please allow up to two weeks from receipt email from YMCA for a response.

YMCA Open Doors Referral Agency

Date:

Centre name: _____

PLEASE COMPLETE THIS FORM IN DETAIL TO HELP US EVALUATE YOUR NOMINATION.

Agency name: _____

Contact: _____

Address: _____

Suburb: _____ State: _____ Postcode: _____

Phone: _____ Fax: _____

Email: _____

Applicant name: _____ Phone: _____

Spoken language/s: _____ Is an interpreter required? _____

Which of the following YMCA Open Doors target populations is applicable to the applicant?
(Please tick as many boxes as appropriate)

- Low socio economic Indigenous Australian
 Person with a disability Newly arrived/culturally and linguistically diverse

How is the applicant experiencing disadvantage due to their personal circumstances?

How could this disadvantage be improved by participation in YMCA programs and services?

Do you feel your applicant would benefit most from individual or group activities?

Is the applicant in a position to make a financial contribution to the program?

Yes If yes, to the value of \$ _____ per week. No

Does your agency have funds available to contribute to this applicant's membership/term program?

Yes If yes, to the value of \$ _____ per week. No

Endorsement of the application by official reference:

I certify that the individual listed in this application is in necessitous circumstances and that the YMCA service or program listed is for the direct relief of the person in this circumstance (Income Tax Assessment Act 1997, Australian Taxation Office).

Name (agency representative): _____

Signed: _____

Date: _____

The YMCA acknowledges and respects the privacy of individuals. The information that is being collected on this document is for the purposes of determining eligibility to access YMCA programs and services through YMCA Open Doors. The YMCA, its authorised staff, volunteers and Government agencies or referral agencies covered by law, may be recipients of this information. As a recipient of the YMCA programs and services you will also receive communications from YMCA State Office, or program areas supported by the YMCA. You have the right to access and alter personal information protecting yourself in accordance with the Commonwealth Privacy Act (Amended 2001). Full details of the YMCA Privacy Policy can be obtained on request at the YMCA Centre or on line at www.victoria.ymca.org.au You may choose to opt out of receiving ongoing communications however this will reduce our ability to keep you informed about the programs offered to you. Opt Out



YMCA Open Doors Application Form

Date:

Centre name: _____

PLEASE COMPLETE THIS FORM IN DETAIL TO HELP US EVALUATE YOUR APPLICATION.

Name: _____ DOB: _____

Parent/Guardian Details (if 16 or under): _____

Address: _____

Suburb: _____ State: _____ Postcode: _____

Home Ph: _____ Work Ph: _____ Mobile: _____

Please list the activity that you think would be of most benefit:

Preference 1. _____ Preference 2. _____

Are you currently a member/user of the YMCA? Yes No

Have you been a member/user of the YMCA in the past? Yes No

How do you believe participating in this YMCA program will benefit you and/or your family?

Are there any special considerations you would like us to take into account when evaluating your request?

If your application is successful, may we use your personal story anonymously to promote YMCA Open Doors?

Yes No

Open Doors Participant Rights & Responsibilities

- If you require a carer they will be allowed access at no charge when accompanying you. Please inform the YMCA prior to your initial visit to the Centre.
- The YMCA has an expectation that you will commit to making the most of your access by attending as often as possible. Attendance rates are considered highly when applying to extend your access.
- The YMCA understands that circumstances may at times affect your ability to attend the Centre. If this occurs, please contact the YMCA to discuss. Unexplained non-attendance may result in the cessation of your access.
- In some cases, Open Doors participants may be asked to pay a portion of the fees (no more than 20%). A payment plan for this will be organised prior to program commencement.
- Please notify the YMCA immediately of any changes to your address or telephone number.
- Your participation in this program should be positive and enjoyable. If this is not the case, or you have any other feedback, please speak to the Program Coordinator.
- At the end of the term of funded access an evaluation must be completed

Participant or Parent/Guardian Signature _____

Date _____

YMCA Open Doors

Terms and Conditions

Date:

Centre name:

The YMCA Open Doors Program is facilitated by Victorian YMCA Youth and Community Services Inc. (A0046043N) (YMCA Community Services).

The following terms and conditions (Terms & Conditions) apply to any person applying to participate, and any entity referring an applicant, to the YMCA Open Doors Program through YMCA Community Services.

Please read the Terms & Conditions set out below carefully and contact YMCA Grants & Philanthropy at Fundraising.Vic@ymca.org.au if you have any questions.

1. Why YMCA Open Doors

1.1 The YMCA Victoria is dedicated to providing opportunities for people to be healthier, happier and connected to their community. The YMCA Group focus on positive change and believe that everybody has a right to equal access to physical, mental and social wellbeing.

1.2 The YMCA Group is committed to making a positive and ongoing impact on all participants to the program.

1.3 While hundreds of thousands of people in Victoria access YMCA programs or services on a weekly basis, there are a vast number of Victorians who cannot access such programs due to their social and economic situations. The YMCA Open Doors Program has been developed by YMCA Community Services (part of the YMCA Group) to support such Victorians who, provided they meet certain eligibility criteria, may be able to access YMCA programs on a fully (or partially) subsidised basis.

2. Eligibility

2.1 To be eligible to apply for the YMCA Open Doors Program, the applicant (Applicant) must provide the following to YMCA Community Services:

- (a) a valid completed Referral Agency Nomination (in the form attached to these Terms & Conditions) by a Referral Agency (as outlined in section 5 of these Terms & Conditions);
- (b) a valid completed Participant Application by the Applicant or his or her parent or legal guardian (in the case of individuals under 18 years of age) in the form attached to these Terms & Conditions; and
- (c) any other information or documentation requested by YMCA Community Services for the purposes of considering the application.

2.2 The Referral Agency Nomination and Participant Application forms will be used by YMCA to assess the Applicant's financial needs and suitability for YMCA Open Doors.

2.3 Only Applicants who are in 'need' may be accepted for the YMCA Open Doors Program, with reference to whether they are (or their family / legal guardian in the case of minors) are experiencing disadvantage and have financial circumstances making them unable to pay the full fee for programs and services offered by the YMCA Group and able to demonstrate how their circumstances will be improved through involvement in a program or service offered by the YMCA Group.

2.4 The Participant does not need to be a member or existing user of YMCA Group services.

2.5 The Applicant will be assessed for eligibility in respect of a particular program or service nominated in the Application Form. In determining an Applicants' eligibility, YMCA Community Programming will consider, amongst other things, whether the relevant YMCA program or service will relieve the disadvantage suffered by the Applicant.

2.6 Acceptance for the YMCA Open Doors Program and/or a specific program or service does not guarantee that the Applicant will be eligible or successful for any other program or service under the YMCA Open Doors Program. YMCA Community Services determination of an Applicant's eligibility for a program or service may be determined in its absolute discretion. Each Applicant's eligibility will be decided on a case by case basis.

2.7 YMCA will provide the Referral Agency with an acknowledgement upon receiving the Referral Agency Nomination and the Applicant's Participant Nomination and will use its reasonable endeavours to communicate the expected timeline of its determination in respect of the Applicant's application within 1 week of receipt of the documents listed in clause 2.1 above by email. The Applicant acknowledges that the outcome of applications will be notified to the Referral Agency and not the Applicant. It is the responsibility of the Referral Agency to communicate the outcome of any decision to the Applicant, and the responsibility of the Applicant to follow up such information with the Referral Agency.

3. Participation

3.1 Applicants who have been approved for the YMCA Open Doors Program (known as Participants for the purposes of these Terms & Conditions) will be invited to meet with an allocated YMCA Community Services contact person (Contact Person) and arrange an orientation and induction to their selected program or service. In respect of some programs and services, the Referring Agency also need to attend this appointment.

3.2 Participants will be granted the right to participate in the YMCA Open Doors Program in respect of the relevant program or service for a specific period of time or for a set number of activities (known as the Access Period).

3.3 YMCA Community Services will monitor the Participant's involvement in the relevant program or service to ensure the Participant is attending the program or service and that their needs are being met. If the Participant is not attending the program or service regularly, the Contact Person or their nominee will follow up with the Referral Agency and the Participant. A Participant's access to a program or service may be suspended or cancelled where communication is not received in regard to non-attendance, or where YMCA Community Services is not satisfied with the reasons given for non-attendance.

3.4 At the completion of the Access Period, an evaluation will be completed by YMCA Community Services which will cover matters including the appropriateness of the program or service for the Participant and any benefits/challenges encountered. This will be done in consultation with the Referral Agency. YMCA Community Services may agree to extend the Access Period, or allow a Participant to participate in a program or service other than the program or service set out in the Participant Application.

YMCA Open Doors

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Centre name: _____

3.5 The Participant may be asked to participate in an evaluation conducted by YMCA Community Services to capture the outcomes of their experience. This is completely optional and is not connected to their opportunity to extend the Access Period or the programs or services they are able to access on the basis of the YMCA Open Doors Program.

3.6 YMCA will not provide transportation services to the Participant to enable the Participant to attend the relevant program or service.

3.7 The Participant acknowledges and agrees that other terms and conditions or requirements may apply in respect of the specific program or service accessed by the Participant.

4. Payment

4.1 The YMCA Open Doors Program is intended to provide Participants with a fully subsidised program or service (so that the Participant does not have to pay to access such program or service).

4.2 In some cases, however, YMCA Community Services may request that the Participant pay a fee for participation in the relevant program or service. The fee will be, at maximum, 20% of the usual fees or charges associated with the relevant program or service. Such amounts and the payment terms for such amounts will be communicated by YMCA Community Services to the Referral Agency.

4.3 YMCA Community Services reserves the right to remove a Participant from the YMCA Open Doors Program where payment is not received in accordance with requirements communicated to the Referral Agency as set out in clause 4.2.

5. How do Referral Agencies nominate?

5.1 A Referral Agency means any community service organisation or agency that acts in a professional capacity to support those in difficult social and economic situations.

5.2 The role of the Referral Agency is to nominate, from its client base, individuals or families who have expressed an interest in the opportunity to participate in the YMCA Open Doors Program (including an interest in participating in programs and services offered by YMCA as can be viewed at www.victoria.ymca.org.au).

5.3 Referral Agencies may only nominate people and/or families who satisfy all of the following criteria:

- (a) they experience disadvantage and their financial circumstances make them unable to pay the full fee for programs and services offered by the YMCA Group;
- (b) they are able to demonstrate how their circumstances will be improved through involvement in a program or service offered by the YMCA Group;
- (c) they are living, or attending a service or school within the same local council area to the relevant program or service (with the exception of camps and some youth services); and
- (d) they are interested in participating in programs and services offered by the YMCA Group.

5.4 YMCA Community Services reserves the right to refuse any Referral Agency Nomination in its absolute discretion.

5.5 Applicant details will be kept strictly confidential by members of the YMCA Group, but may be shared between members and entities within the YMCA Group.

6. Release

Save for any rights or guarantees under the Australian Consumer Law or other terms implied into a contract that cannot lawfully be excluded, YMCA Community Services and its officers, employees, volunteers, agents and each YMCA Group entity exclude: (a) any term, condition or warranty that may otherwise be implied into these Terms & Conditions; (b) any liability for loss or damage incurred as a result of or in connection with its negligence; (c) any liability for direct, indirect, special or consequential loss (including but not limited to loss of profits, loss of revenue and loss of opportunity) arising in connection with the YMCA Open Doors Program. YMCA Community Programming holds the benefit of this clause for itself and on trust for each member of the YMCA Group.

7. General

7.1 If part or all of any clause of these Terms & Conditions are illegal, invalid or unenforceable then it will be read down to the extent necessary to ensure that it is not illegal, invalid or unenforceable, but if that is not possible, it will be severed from these Terms & Conditions and the remaining provisions will continue to apply.

7.2 These Terms & Conditions are governed by the laws in force from time to time in Victoria. The parties submit to the exclusive jurisdiction of the courts of Victoria.

7.3 YMCA Victoria may request that a child under a certain age must be accompanied by an adult when attending a YMCA programs and services

7.4 Participant Applications must be signed by the parent or a legal guardian of the relevant Applicant. YMCA Community Services reserves its right to request evidence that the relevant signatory is the lawful parent or legal guardian of the Applicant. Any parent or legal guardian signing on behalf of an Applicant represents and warrants that he or she has the legal right to enter into binding contractual arrangements on behalf of the Applicant.

8. About YMCA

8.1 For the purposes of these Terms and Conditions, the YMCA Victoria means the Young Mens Christian Association of Victoria Inc. (A0026728G), YMCA Community Services, YMCA Aquatic Education Ltd (ACN 151 552 322), YMCA Aquatic Event Services Ltd (ACN 148 092 148), YMCA Camping Ltd (ACN 606 062 793), Victoria YMCA Community Programming Pty Ltd (ACN 092 818 445), Activating Communities Ltd (ACN 619 359 590), YMCA Learning Communities Ltd (ACN 608 745 295) and Victorian YMCA Accommodation Services Pty Ltd (ACN 081 270 706).