

## Policies

**Community Resource Unit (CRU)** exists to create and promote positive change so that people with disabilities can belong to and participate in community life.

### Contact

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[07 3844 2211](tel:0738442211)



### Privacy Policy

CRU is committed to protecting the privacy of personal information which CRU collects, holds and administers.

Individuals are notified of the fact and circumstances of the collection of their personal information on our website and on the online event registration website.

CRU gathers and keeps information about individuals and groups for four purposes:

- To develop and maintain relationships with individuals and groups, as part of the mission of grass-roots change
- To advertise events and publications
- To keep registers of those attending CRU events
- In some instances, CRU gathers, the contact details of people who are part of a particular project or piece of work. CRU keeps these details for at least 7 years.

Information is collected by CRU when participants register for events, purchase resources or otherwise engage CRU's services.

- Personal information is stored on the CRU database
- The most private information kept by CRU is:
  - Contact details of members, that include home contact information
  - Contact details of non members who chose to give CRU their home contact information
  - Support needs of individuals who attend events
  - Credit card details.

This personal information will not be shared outside of CRU. Credit card details will be destroyed as soon as the transaction is complete.

Updated:

Protection against inappropriate dissemination of information shall be through

- Confidentiality agreements with any staff, volunteers or visitors
- Recycling bin: information is taken off site and shredded
- In-house shredding of highly sensitive information.

Protection against inappropriate access to information shall be through the following means:

- Virus scanning software
- Firewalls to protect against interference to our systems
- All computers, databases and emails are password protected
- Regular password changes on staff internal profiles and email addresses
- Visitors use of computers is restricted, with no access to the CRU electronic filing system
- Electronic material is encrypted where necessary.

Individuals may request to access their personal information, or for the information to be corrected. Requests can be made verbally with a CRU staff member or by email.

Individuals may use the [Feedback and Complaints](#) procedure to address any concerns with CRU's handling of their personal information.

### Cancellation Policy

Late cancellations can result in a considerable loss of income and cost to CRU as we have to commit to venue, catering and travel expenses prior to events.

CRU has created a policy that endeavours to balance the needs of participants with the needs of the organisation.

We acknowledge that there are a number of unexpected circumstances that can make it difficult for people to attend events and we are open to requests for a refund after the RSVP date in exceptional situations.

These are general terms and conditions for CRU events but may vary for particular events, for example those longer than one day. If there is a variation, we will publicise conditions on the flyer and on our website. The RSVP date will be shown on event flyers and on the website.

For workshops that have a fee, to qualify for a refund or credit for an outstanding invoice, cancellations must be notified by 5pm on the original RSVP date either by emailing [cru@cru.org.au](mailto:cru@cru.org.au) or phoning [07 3844 2211](tel:0738442211).

## Refunds:

No refund will be given for a cancellation made after 5pm on the RSVP date.

Enrollment in local colleges, 2005

| Period                     | Fee                 |
|----------------------------|---------------------|
| Before RSVP date           | Full refund         |
| After 5pm on the RSVP date | No refund provided* |

*\*In exceptional circumstances you can apply in writing for a possible refund.*

## Substitution:

If, after booking an event the person is unable to attend, they are welcome to nominate someone else to attend in their place at no additional cost.

We appreciate advice of substitutions in writing so a correct name tag will be available at the registration desk and dietary needs are recorded.

## Complaints Policy

CRU seeks and welcomes feedback from people who use CRU's Programs. In addition to the feedback that CRU seeks, some people will wish to give unsolicited feedback. This is likely to be a compliment, concern or complaint.

As a general principle concerns, especially those of a day to day operational nature, should, wherever possible, be solved immediately by the staff involved. Staff will do what they can to correct deficiencies and then report as soon as practical to the CEO.

If the complaint cannot be resolved by the CEO to the satisfaction of the complainant, then it will be referred to the Chairperson.

If the complaint relates to the CEO, then it will be referred directly to the Chairperson.

If satisfactory resolution still cannot be achieved, the complainant will be informed of appropriate external review options that are available.

CRU will:

- Reply to complainants within 7 days and then respond to the complainant with a report of what has been done to address their complaint within 28 days.
- Collect and record non-identifying data on concerns and complaints,
- Use the information to identify underlying causes of issues, correct any problems and improve the quality of the service.

**For more information or to submit feedback please [click here to contact CRU](#).**

Updated:

## NDIS Quality and Safeguards Commission

The National Disability Insurance Scheme (NDIS) **[Quality and Safeguards Commission \(NDIS Commission\)](#)** is an independent government body that works to improve the quality and safety of NDIS services and supports.



From July 2019, people can also raise complaints directly with the NDIS Commission.

## Commitment to Quality

Our Quality Management System has been developed to address the requirements of the AS/NZS ISO 9001:2015 Standards.

CRU is committed to adhering to well defined, effective procedures that are designed to ensure the quality of our services and activities. CRU's Quality Policy is available to view on request.

Requests can be made by emailing [cru@cru.org.au](mailto:cru@cru.org.au)

**For more information or to submit feedback please [contact CRU](#).**