



Welcome to
Donald Simpson Community Centre

Your meeting place

MEMBER HANDBOOK

(Approved by Board 23 February 2023)



1 Welcome to your meeting place

Congratulations on joining the Donald Simpson Community Centre (The DSC). We know you'll want to get the best you can from your membership so, to help you, we've put together our *Member Handbook*. The handbook brings together key information about the DSC, who we are, how we operate and what is on offer.

We encourage you to wear your name badge when at the DSC as this helps us get to know you and helps you get to know us and your fellow members. On day trips, travellers are issued with an identifying badge for safety reasons.

We were established in 1987 and we are the only leisure centre of its kind in the Redlands focusing on the over 50s. Our aim is to provide something for everyone to enjoy, participate in and be part of, when at the DSC or on day or away trips.

Our approach must be working as membership is consistently strong.

Remember, the handbook is a living document and our website will always have the most up-to-date version for you to read or print-out.



2 The DSC

The Donald Simpson Community Centre (the DSC) was established in 1987 and is a registered public company limited by guarantee under the *Corporations Act 2001* (Commonwealth) and a registered charity under the *Australian Charities and Not-for-Profits Commission Act 2012* (Cth). The Acts, our Constitution and policies authorise the Board to direct, control and manage the DSC and its affairs. Whereas our vision, purpose and values *shape* the delivery of activities, events, facilities and services.

<p>Vision</p> <p>Your meeting place for our community</p>
<p>Purpose</p> <p>Enhancing life through activities, events and services.</p>
<p>Values</p> <p>Community focussed and responsive</p> <p>Respectful, honest and open</p> <p>Professional and accountable</p> <p>Collaborative, inclusive and embracing diversity</p>

DSC Board

All members of the *Centre Board* (the Committee) are volunteers and financial members of the DSC. The Committee brings together a wealth of knowledge, skills and experience from a range of occupations, interests and pursuits and is an important part of our volunteer base which is 120 strong.

Board member details are available on the DSC website.

The Committee works to ensure the DSC's financial viability and compliance with all statutory and contractual obligations and requirements in addition to driving our strategic plan. The day-to-day management is delegated to the CEO.

Our staff and volunteers

Volunteer workers are the lifeblood of the DSC. The range of activities, events and trips on offer to members and their family and friends, would not be possible without their commitment combined with our dedicated great staff.

If you are interested in volunteering at the DSC, please talk to Thomas Jithin, Chief Executive Officer.

Opening hours

The DSC is staffed from 8:30 am to 4.30 pm Monday to Friday (excluding public holidays) and closes down over Christmas from just prior to Christmas until January after New Year's Day. When activities, events or trips are run outside of the staffed opening hours, designated DSC representative/s will always be available at these times and can be either a staff member or volunteer.

Contacting us

Telephone	0738211089
Email	contact@thedsc.com.au
Website	www.donaldsimpsoncentre.com.au
Facebook	https://www.facebook.com/DSCCentre

Download our APP on iOS or Google Play store	Search for – DSC Centre
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Emergency and first aid officers

Our goal is to provide our members and visitors with a safe and secure environment. In the event of a fire or other emergency alarm, the building must be evacuated. The main collection point on evacuation is on the centre strip in the car park. Your cooperation is necessary and appreciated.

If you are involved in a non-critical incident that results in an injury to you or someone else, or you witness an injury, please report it immediately to the DSC relevant activity convenor or if not available, then the Chief Executive Officer or Office Manager.

In an emergency, if you can't locate the Chief Executive Officer or Office Manager, then

- ring 000 and ask for ambulance or police depending on emergency.
- if you can, send another member to find a first aid officer and tell them what is happening as well as notifying the Reception Desk
- if no first aid officer can be found, please get either the Reception Desk or another member to wait at the entrance door to show the paramedics (ambulance) or police where to go.

3 Acceptable standards of behaviour

The DSC operates for the benefit of our members. Members should respect the rights of others and are encouraged to behave courteously when at the Centre and or when participating in all activities, events, outings and trips. By doing so, this should ensure that not only your participation but that of other members and visitors, is enjoyable and safe.

The behaviour of a member must not disrupt the experience of others. All problems should be reported immediately to the relevant activity Convenor in the first instance or if not available, the Office Manager/CEO.

Members are asked to use mature judgment in choosing actions, clothing, language and in doing so, be sensitive to the message delivered to other members and or visitors to the Centre, when at the Centre, on outings or trips.

Rules and policies are distributed electronically to all members unless otherwise agreed. The authority to enforce rules and policies is vested in the DSC activity convenors and staff responsible for activities, events, outings and trips and attendance and use of the centre in general.

The DSC reserves the right to make discretionary adjustment to disciplinary action depending on the circumstances which may include suspension or revoking member privileges.

Unacceptable Conduct

Discipline is necessary when any member or visitor to the DSC exhibits unacceptable conduct. This may be at the DSC site itself or when on outings or trips. Some examples of unacceptable conduct are:

- Abuse or intentional misuse of DSC equipment and property

- Abusive or foul language
- Disregarding DSC rules and policies
- Engaging in dangerous activity
- Fighting or threatening harm to others
- Lack of respect for DSC activity convenors, volunteers or staff. i.e. ignored requests, intimidation, verbal threats, physical threats, etc.
- Lack of respect for other members and/or visitors
- Misuse of a DSC membership ID card
- Refusal to pay DSC activity, event, outing or trip fees when attending
- Sexual harassment
- Solicitation
- Theft
- Vandalism
- Any other behaviour, which could offend, embarrass or threaten others.

4 Centre facilities

DSC Café	<p>Our Café is a great place to meet fellow members, family or friends. Members and visitors are always welcome to enjoy what our café has to offer including great coffee, light meals, snacks and home-made biscuits.</p> <ul style="list-style-type: none"> • Open Monday to Friday from 8.30 am to 2.30 pm. • Lunch served from 11:00 am to 1:30 pm. • Monthly Chef's special. • Coffee card. <p><i>Members receive free coffee and cake on their birthday. Just let the café know and enjoy a special treat on your special day.</i></p>
Library	The Library is stocked with a great range of books, magazines, DVDs, CDs and jigsaws for use at the DSC or borrowed on an honour basis. Members regularly donate items so drop in and see what is new.
Mobility aids	A wheelchair and mobile walker are available for use at no charge when at the DSC or when on bus trips. Bookings need to be made at Reception.
Photocopy & fax	This service is available through Reception at a nominal charge.
Hearing loop	The DSC is equipped with hearing loops for your convenience. See Reception if not sure how to access.
Wi Fi	The DSC has free Wi-Fi available. See Reception for password. Members are asked to use the Wi-Fi responsibly;
Secure document destruction bin	Grace Records Management provides a <i>free</i> secure destruction bin for you to confidently put all your paper based personal documents in when at the DSC. The service is the same as used by the Police, ASIO, State government and our own Council. This means you can trust that your personal documents will be properly shredded and pulped then made into boxes or other paper-based products. A great environmental result for us all.

5 Activities and events

The DSC offers a large range of health and wellbeing, recreational and educational activities with new ones added regularly based on member's feedback.

All our activities are run by convenors and if you have any concerns about an activity, talk to the convenor or our CEO. Most of our convenors are volunteers with a few specialist instructors e.g. yoga, Tai Chi, Line Dancing, Writers Group, Pilates.

The equipment you use such as table tennis bats, tablets and event tables and chairs, are provided through grants, your membership fees or as donations. Please use equipment with care as any breakages or repairs have to be met out of the budget which is limited.

During the year we also hold several key events and invite you to come along and bring your family and friends. For some events there is a fee but we keep this as low as possible to help you take advantage of what is on offer and this is only possible due to the involvement of our volunteers.

Activities

A timetable showing what and when activities are held during the week can be found at <https://www.donaldsimpsoncentre.com.au/activities/> on our website.

Travel and Day Trips: The DSC runs day trips, longer trips away including overseas as well as theatre and concert outings. The variety on offer to members is only made possible through our volunteer convenors who coordinate these trips and outings for our members.

To see what is available go to the *Trips Calendar* on our website <https://www.donaldsimpsoncentre.com.au/trips-calendar/>.

Day trips and outings

The DSC runs 4 to 6 bus trips a month. Day trips usually fall into one of two groups:

- Day outings e.g. Caloundra Markets, Queensland Garden Expo, Nambour, Whale watching on the Gold Coast.
- Theatres, concerts (see website for details of destinations).

Away with a difference

Each year the DSC runs 3 to 4 National/International trips. This is only possible through our volunteer convenor who coordinates these Away With a Difference trips which have fully hosted and customised itineraries. Examples of trips and upcoming trips are available on our website.

6 Payment of fees and promotional items

The following table sets out how and when fees are payable for activities, events and trips.

Type	When payable	Who to pay
Membership - renewal	Annual	Office Manager or online via DSC website
Activities e.g. yoga, ballroom dancing etc.	On the day at start of activity	Convenor for activity
Day trips and outings	See flyer for payment details	Travel and Bookings Coordinator - Day Trips and Outings
<i>Away with a difference</i> trips	See flyer for payment details	Travel and Bookings Coordinator – AWAD
Events e.g. Cabarets	See flyer for payment details	Office Manager or online via DSC website
DSC shirts, pens, cups etc	At time of purchase	Office Manager

Membership fees

Here's how your membership works:

- DSC operates on a financial year basis i.e. 1 July to 30 June.
- The initial membership fee is discounted for couples living together.
- Membership renewals can be paid anytime from 1 June onwards until 31 July for the next financial year. Renewals attract a lower fee than when you first joined the DSC.
- A period of grace is allowed for renewals after 31 July during which the renewal rate continues. From 1 August onwards, the full membership joining fee is charged unless otherwise agreed by the Chair and CEO
- There is a separate fee for attending activities, events and trips. We try to keep these fees as low as possible and this is only possible due to the major role our volunteers play.

Donations

Those interested in making a donation to the centre are welcome to do so at the time of enrolment (or at any time). Payments can be made via credit card at our office or by cheque to Donald Simpson Community Centre Pty Ltd. We advise that bequests are also most welcome to assist us to maintain operations for the benefit of Redlands citizens.

The centre has also gained access to Deductible Gift Recipient Status (DGRS). Any donations to the Centre from \$20 upwards will be able to be claimed as tax deductions. You need to select Donald Simpson Community Centre as the preferred charity on the form. For more information please contact our CEO.

7 Photographs/recordings

The DSC may record and/or photograph activities, events, outings or trips. Your attendance and/or participation shall be deemed your consent to appear in such programs and/or

photographs without compensation. The DSC reserves the right to use all photographs for publicity purposes.

8 Privacy policy

The DSC is committed to respecting your privacy and recognises your need for appropriate protection and management of any personal information you share with us. We will not share your information with any outside organisations, businesses, associations, or individuals without your expressed consent except in the circumstances in Item 7 above.