



## WHAT IS A NEIGHBOURHOOD HOUSE?

A Neighbourhood House is a place where a variety of activities can occur in an informal and local setting. The goal of a Neighbourhood House is to enable individuals and groups to participate in the organisation and in the development of their community.

Orana Neighbourhood House runs a variety of programs and is dedicated to the provision of high quality, accessible services and educational programs in a welcoming and respectful environment which encourages participation, sharing, growth and learning.

## CONTACT US

Orana Neighbourhood House  
62 Coleman Road, Wantirna South,  
VIC 3152  
Phone: (03) 9801 1895  
Email: [onh@netspace.net.au](mailto:onh@netspace.net.au)  
Website: [www.orananh.org.au](http://www.orananh.org.au)

The Tutors and Staff of Orana Neighbourhood House are here to make your time with us as enjoyable as possible.

Please do not hesitate to approach either the Office Staff or your Tutor if there is any reason you are not entirely happy; and to the best of our abilities, we will endeavor to rectify any problems that arise.

## ENROLMENT TERMS & CONDITIONS AND OTHER INFORMATION

### HOW TO ENROL

#### **Enrolling is Easy!**

Please complete the Enrolment Form on the next page and either.....

**Telephone:** Call 9801 1895 with your credit card details and return your Enrolment Form at a later date.

**Post:** Complete the Enrolment Form and payment details and post to: 62 Coleman Road, Wantirna South. VIC3152

**All cheques and money orders must be made out to Orana Neighbourhood House**

**In Person:** Bring your Enrolment Form to our office at Wantirna South.

**Enquiries** are welcome at any time, although enrolments are not confirmed until payment has been received.

**Confirmation** of enrolment is assumed upon receipt of Course Fees.

**Commencement** of classes is subject to sufficient numbers; minimum and maximum numbers apply to all courses. In the event of class cancellations, all fees are refunded in full to your credit card, Paypal or bank transfer.

**Receipts:** Receipts can be collected from the Office or from the class Tutor on the first day of class. Receipts will only be posted if a stamped self-addressed envelope is provided.

#### **Cancellations**

If a course is cancelled or delayed by Orana Neighbourhood House a full refund will be made available.

A refund will be made available if Orana Neighbourhood House is notified in writing within **five business days prior to the commencement of the course.**

A \$15.00 administration fee is applicable for this.

No Refunds are available after a course has started.

Refunds will be by Paypal, bank transfer or credited back to your card.

**Missed Classes:-** Make up classes or a refund for missing a class will not be issued.

**Please attend your class unless you are otherwise notified.**

## PRIVACY STATEMENT

Orana Neighbourhood House respects your right to information privacy.

Information we collect and keep on students is kept confidential, in accordance with Privacy Laws.

The information we collect is for our administrative and statistical purposes only, and will only be disclosed to funding bodies as required.

If you wish to view the personal information we hold on you, please call the Centre Manager on 9801 1895.