



## Discover The Clubhouse – a space to make, share and belong

The Clubhouse is funded by the Department of Regional NSW and is a member of the Global Clubhouse Network. This global non-profit organisation encourages young people to explore technology through education. The Clubhouse operates as a drop-in centre for young people aged 12 to 18, providing a creative and safe after-school learning environment run by Social Futures.

- The Clubhouse enables young people to work with adult mentors to explore their own interests, develop skills, and build confidence in themselves.
- All staff and volunteers hold Working with Children Checks.
- All staff, members, and volunteers follow Internet Safety Guidelines, abide by the Clubhouse Code of Conduct, Software Policy and respect the Clubhouse Copyright Policy.
- Clubhouse Members are expected to adhere to Clubhouse Community Guidelines. These support respect for yourself, respect for others, respect for equipment and respect for the space.
- All Clubhouse Members **must** have the Membership Registration Form signed by a Parent / Caregiver before joining Clubhouse Activities.

### Building the foundations for success

- The Clubhouse goes beyond access to technology to help young people develop technological fluency, skills, and experiences to help them succeed in their lives.
- The Clubhouse is not a computer “lab” – but rather an invention studio or artist’s workshop, where young people work on creative projects based on their own interests and ideas.

### Like to know more?

The Clubhouse Program is offered during NSW school terms. In Broken Hill we will be open from Monday to Thursday, from 3:30pm to 6:00pm.

You can find us at 285 Argent Street.

Contact Clare Lewis, Clubhouse Team Leader on 0459 565 282 or [clare.lewis@socialfutures.org.au](mailto:clare.lewis@socialfutures.org.au).



We acknowledge the Traditional Custodians of the land where we live and work and their continuing connection to land, water, sea and community. We pay respects to Australia's First Peoples, to their unique and diverse cultures, and to Elders past, present and future.

Inclusion is about the actions we take every day. We welcome, support, and celebrate diversity.

# Clubhouse Membership Registration

## Young Person Details

First Name	Last Name
<input type="text"/>	<input type="text"/>

Preferred Name	Preferred Pronouns
<input type="text"/>	<input type="text"/>

Home Address
<input type="text"/>

Date of Birth	Gender
<input type="text"/>	<input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Non-Binary <input type="checkbox"/> Gender Fluid <input type="checkbox"/> Different Identity <input type="checkbox"/> Prefer Not to Say

All further questions are optional, your responses won't impact on your access to the program or supports.

Do you identify as Aboriginal or Torres Strait Islander?

<input type="checkbox"/> Aboriginal	<input type="checkbox"/> Torres Strait Islander	<input type="checkbox"/> Both Aboriginal & Torres Strait Islander	<input type="checkbox"/> Neither
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Country of Birth	Main Language Spoken at Home
<input type="text"/>	<input type="text"/>

Do you identify as CALD?	Do you identify as LGBTIQSB?
<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Do you have a disability? If yes, please specify?
<input type="text"/>

What school do you go to?	What school year are you in?
<input type="text"/>	<input type="text"/>

## Parent / Caregiver Details

### Primary Carer

First Name	Last Name
<input type="text"/>	<input type="text"/>

Phone	Email
<input type="text"/>	<input type="text"/>

Home Address
<input type="text"/>

Relationship to Young Person
<input type="text"/>

## Secondary Carer & People Authorised to Pick-Up Young Person

First Name	Last Name
<input type="text"/>	<input type="text"/>
Phone	Email
<input type="text"/>	<input type="text"/>
Home Address	
<input type="text"/>	
Relationship to Young Person	
<input type="text"/>	

First Name	Last Name
<input type="text"/>	<input type="text"/>
Phone	Email
<input type="text"/>	<input type="text"/>
Home Address	
<input type="text"/>	
Relationship to Young Person	
<input type="text"/>	

### Health & Safety Information

Please inform us of any health issues, in particular allergies, or any other condition that may affect your young person while participating at The Clubhouse. In the event of a medical emergency, we will call an ambulance. All efforts will be made to inform you. Please ensure at least two contact numbers are provided above.

Please indicate any known allergies:

The young person has been hospitalised for a severe allergic reaction or asthma in the past:

Yes  No

The young person has been prescribed an EpiPen:

Yes  No

Is there any safety information we need to be aware of when working with this young person?

## Parent / Caregiver Consent

I consent for the named young person to be a participant in the Social Futures Program The Clubhouse. I understand I can withdraw consent at any time. I have read through the Clubhouse Guidelines (attached) and discussed these with my child / the young person.

I acknowledge that personal information about myself, and the young person will be captured and stored on a secure Social Futures database. I also acknowledge that CCTV cameras are used in common area for safety reasons, and footage may be reviewed and provided to relevant services if required.

The information that we collect from you on this form includes your personal information. Your personal information is protected by law, including by the Commonwealth Privacy Act.

Consent to participate & store data:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Signed	Date	

## Young Person Consent

I consent to be a participant in the Social Futures Program The Clubhouse. I understand I can withdraw consent at any time. I have read through the Clubhouse Community Guidelines (attached) and understand that I must follow these when engaged in Clubhouse activities. I understand that if I do not follow these, my parent or guardian will be contacted. I understand that these guidelines are in place for my safety and other members of the Clubhouse.

I acknowledge that personal information about myself, and the young person will be captured and stored on a secure Social Futures database. I also acknowledge that CCTV cameras are used in common area for safety reasons, and footage may be reviewed and provided to relevant services if required.

The information that we collect from you on this form includes your personal information. Your personal information is protected by law, including by the Commonwealth Privacy Act.

Consent to participate & store data:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Signed	Date	

# Clubhouse Consent & Approval

The Clubhouse strives to provide a safe, comfortable atmosphere. Young people agree to follow the Clubhouse Code of Conduct. Parents / Caregivers understand that youth may be asked to leave if their behaviour is not aligned with our guidelines.

## To be completed by Parent / Carer:

Please tick:

- I understand that the young person may be asked to leave a session if they are not adhering to Clubhouse Community Guidelines (see attached). In this instance I agree to be contacted by Social Futures staff to discuss any incidents involving the young person in my care.
- I understand and accept that as the Clubhouse operates as a drop-in centre, no responsibility can be extended to members once they leave the Clubhouse premises.
- I am aware that if it is determined that a child is at risk of significant harm, Social Futures staff have a mandatory reporting obligation.
- I understand that confidential information will only be shared when Social Futures are legally required.
- I understand that the Clubhouse provides internet access. I assume responsibility for my children to take responsibility to protect themselves and the reputation of the Clubhouse by using the internet safely and appropriately.

I give consent for photographs of my child / the young person to be used for promotion of our Clubhouse across The Clubhouse Network and public domains.

Consent to use in media:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Signed	Date	



# Clubhouse Community Guidelines

As members of The Clubhouse we:

- Respect and protect the people, resources and reputation of the Clubhouse and Clubhouse Village
- Take responsibility for safety in the Clubhouse and Clubhouse Village
- Contribute to the Clubhouse Community

At the Clubhouse and in the Village we all agree to follow the Clubhouse Code of Conduct and the Internet Safety Guidelines, abide by the Clubhouse Software Policy and respect the Clubhouse Copyright Policy.

## Clubhouse Code of Conduct

The Clubhouse strives to provide a safe, comfortable atmosphere, in which members of the Clubhouse Community may explore their own creativity. To that end, we all agree to the following:

- All members of the Clubhouse Community are encouraged to explore their own creativity. I will help this happen by not doing anything to disrupt or discourage another's creative expression.
- I know that the Clubhouse is everyone's space. If I choose to play music or sound files, I will play it so that it does not disturb others. In addition, I will not play any music containing profanity. I will also adhere to the Clubhouse Internet Safety Guidelines so that no one in the Clubhouse will be exposed to inappropriate material and/or people who wish to misuse the Internet.
- In an attempt to make everyone feel comfortable in the Clubhouse, I will not use profanity and/or discriminatory language. In addition, I will not use language that purposefully offends another member of the Clubhouse.
- In an effort to ensure the safety of everyone in the Clubhouse Community, I will not steal, pirate software, or engage in any other illegal activity. The Clubhouse Village Team encourages everyone to foster creativity by freely sharing code, art, music, and other works. However, we also understand the need for individuals and companies to protect their intellectual property rights. You are responsible for making sure you have the necessary rights, licenses, or permission for any user-generated content you submit to the Clubhouse Village.
- I realise that the Clubhouse is limited in resources, and we are lucky to have all the equipment that we have. I will do my best to respect the Clubhouse space. I will not purposefully destroy or vandalise any property of the Clubhouse or of another Clubhouse Community member. I will also help to keep the Clubhouse clean by picking up after myself.
- The Clubhouse is filled with different kinds of people from various backgrounds. I will help create a feeling of community by respecting everyone I encounter and treating them how I would want to be treated. Both physical and verbal fighting will not be tolerated at the Clubhouse. If I have a problem I cannot solve peacefully myself, I will talk to a staff member and allow them to handle it.

## Clubhouse Internet Safety Guidelines

The Internet offers a new world of experiences that can be educational, culturally enriching and rewarding. It can help increase school performance and future job potential. However, the Internet can also expose you to unsafe situations.

As a Clubhouse Member, it is your responsibility to protect yourself and the reputation of the Clubhouse by using the Internet safely. The following guidelines are to help Clubhouse Members, Mentors, Staff and Parents explore the Internet safely.

- Do not give out personal information such as your home address, telephone number, relatives names, parents'/guardians' work address, name or location of your school, your picture or other private information.
- It is okay to create an online nickname to protect yourself. It is okay to use your first name or a nickname and an email address to receive information, but do this with caution. Beware of contests and surveys that may use your information for unauthorised purposes.
- Never agree to meet anyone in person whom you meet over the Internet. It is impossible to know who you are really talking to. If someone encourages you to meet with them, tell a Clubhouse staff member, mentor, and your parents /guardian.
- If you receive messages that are mean or make you feel uncomfortable, tell a Clubhouse staff member or mentor. It is not your fault if you get a message of this kind and you have no responsibility to answer. If in doubt, check it out with an adult.
- Remember that information on the Internet can be incorrect, misleading, or inappropriate. Check more than one source and use your judgment.
- On your own web page, follow the above guidelines. Use only your first name or nickname. Any picture of yourself should be disguised in some way to protect your identity.
- If using the Internet at home, make sure your parents or guardians are aware of your activities.
- Discuss the Computer Clubhouse Internet Safety Guidelines with your parents or guardians. Share your experience with your parents and family to help them explore the Internet safely.

## Clubhouse Feedback

### Compliments

We would love to hear how we supported you to reach your goals and if we provided the service that we have set out to achieve! We love to hear your story and how you felt about us, including:

- How we helped you to reach your goals.
- What it was about the way we provided our service that kept you engaged and working with us.
- When we went above your expectations.
- Why you enjoyed participating in the program.

Your feedback will be sought toward the end of your service, but if you would like to leave a compliment before then please email Clubhouse Team Leader:

Clare Lewis

[clare.lewis@socialfutures.org.au](mailto:clare.lewis@socialfutures.org.au)

## Complaints

We aim to always provide an efficient and effective service. However, sometimes things go wrong and when this happens, we want to put them right as quickly as possible. When we can, we will give you an explanation for our actions, and if we have done something wrong, we will put it right and apologise.

There are lots of ways you can make a complaint, you can call us, visit us, write to us, or fill in a form so if you have a complaint about any part of our service, we encourage you to contact your Clubhouse Coordinator in the first instance.

Your feedback is valued and will help us ensure we continue to improve and maintain quality service for our current and future participants and community.

If you are not happy with the response of your Clubhouse Coordinator, you can speak to:

### Senior Manager – Quality & Compliance

Kathy Klem

[kathy.klem@socialfutures.org.au](mailto:kathy.klem@socialfutures.org.au)

0400 967 587

A member of the Quality and Compliance team will acknowledge receipt of your complaint within 2 business days of receiving it. They will keep you informed of progress and will let you know the outcome within 21 days.

If you wish to make an **anonymous online complaint** or provide feedback, please use the online third-party service, Whispli, located on our Contact Us page on the Social Futures Website.

Or you can follow this [link to Whispli](https://socialfutures.whispli.com/speakup): <https://socialfutures.whispli.com/speakup>

If you are not satisfied with the response provided by Social Futures, you may contact the NSW Ombudsman:

Phone: 1800 451 524

Email: [info@ombo.nsw.gov.au](mailto:info@ombo.nsw.gov.au)

Website: <https://www.ombo.nsw.gov.au/>

If you are not happy about the way we have used your personal information you can contact the NSW Information and Privacy Commission:

Phone: 1800 472 679

Email: [ipcinfo@ipc.nsw.gov.au](mailto:ipcinfo@ipc.nsw.gov.au)

Website: <https://www.ipc.nsw.gov.au/>