

# MEMBER RIGHTS AND RESPONSIBILITIES POLICY

### Purpose

The Asbestos Disease Support Society Limited (the 'Society'), is a charitable organisation registered with the Australian Charities and Not-For-Profit Commission which provides services to people who have been diagnosed with a dust related disease, their family and carers. In providing services, staff of the Society work within a Code of Conduct to provide services that are valued, promote privacy, dignity, self-esteem and independence of our members.

The purpose of this policy is to provide clear guidelines on member's rights and responsibilities when accessing services provided by the Society.

### Scope

This policy applies to:

- all members accessing services of the Society
- all programs, service and activities undertaken by the Society
- all persons employed, volunteers and directors of the Society

### Member Eligibility and Services

In accordance with the Constitution of the Society, persons seeking services must become a "member". The process of becoming a member is:

- Complete the membership application form;
- Pay the nominated annual fee (between \$10 and \$30, depending membership category); and
- Be approved by the Board (at the next scheduled meeting)

Services provided, include:

- Information on asbestos related diseases
- Support from our social worker
- Clinical support from our registered nurse
- Peer to peer support
- On-line support
- Information on entitlements and other allied health providers
- Telephone support from volunteers
- Medical aids on loan
- Registration of asbestos exposure
- Invitations to community morning tea groups
- Referral to other support agencies
- Nutritional assessment
- Occupational therapy assessment
- Quarterly Newsletter
- Referral to Turner Freeman Lawyers (preferred law firm)
- Welfare Loans

\*The above services are provided at no cost.

\*Welfare loans are subject to the "Welfare Loans Policy"

\*Membership is not required for registration of asbestos exposure or for the provision of advice or information which is of a general nature.

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### Policy

The Society maintains appropriate mechanisms for ensuring compliance of members rights and responsibilities. All staff, directors and volunteers will have access to the Members Rights and Responsibilities policy.

**The following principles relate to rights afforded to all the Society's members:**

- Be treated with dignity and respect
- Be informed and consulted about what services are available
- Be part of the decision making process about the services they receive
- Receive high quality services without discrimination
- Privacy and confidentiality of all the personal information kept about the member. Personal information is collected and used in accordance with our Privacy Policy and access is limited to employees and volunteers who require access to carry out their role
- Have an advocate of their choice and access to other forms of redress
- Provide frank feedback about any aspect of the service provided
- Expect that any complaint will be resolved fairly, promptly and without recrimination
- Request access to their case notes. This request needs to be in writing by the member or their nominated advocate.
- Information will be supplied to the member within three working days from receipt of request
- Refuse or discontinue a service without recrimination

**The following principles relate to responsibilities afforded to the Society's members:**

- To accept responsibility for his or her actions and choices even though some actions and choices may involve an element of risk
- To treat staff, volunteers and other members with respect and courtesy
- To respect the rights of staff and volunteers to their human, legal and workplace rights
- To provide a safe work environment for staff and volunteers and to assist them to provide services safely
- To treat staff and volunteers without exploitation, abuse, discrimination or harassment
- To treat areas concerning culture, politics, religion, etc. with due discretion and to not use offensive language
- If a member continually refuses to abide by their responsibilities, they may risk the discontinuation of services.

### Procedure

The Society staff receive specific training on Member Rights and Responsibilities as part of the orientation/induction process. The Society staff and volunteers will ensure individuals engaged in services:

- Can request and access help to understand any information provided
- Have access to a copy of this policy
- Can choose a person to speak on his or her behalf for any purpose

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- Receive and explanation and information about their rights and responsibilities during an initial meeting or assessment)
- Receive information about feedback and complaints mechanisms available during an initial meeting or assessment
- Receive an explanation of available services
- Lodge complaints without fear of losing services or being disadvantaged in anyway
- Will have any complaints processed according to the Complaints Policy
- Understand their right to privacy and confidentiality and to have appropriate steps taken to resolve issues of concern

Member requirements are taken into account through the following actions:

- Use of interpreters or interpreter services
- Acceptance of an individual's way of life, moral or religious beliefs and values
- Staff and volunteers will aim to overcome barriers that may affect a member's ability to understand the information provided

Related Documents:

- Privacy Policy
- Code of Conduct
- Access and Equity Policy
- Complaints Policy
- Feedback Policy