

Members' Rights and Responsibilities



<i>Policy No.</i>	3.4	<i>Created by</i>	Simone Gott
<i>Approved date</i>	February 2022	<i>Approved by</i>	Melanie Sennett, Morag Roseby, EECAT
<i>Review frequency</i>	Annually	<i>Review date</i>	February 2023
<i>Supporting Documents</i>	Policy 3.10 – Anti Discrimination Policy 1.9 – Whistleblowers Protection Policy 4.11 – Grievance reporting		
<i>Associated Legislation</i>			

Policy Statement

Stepping Stone respects the rights of members in all its programs. All members have the right to:

- be treated with respect and dignity;
- be assessed for services without any discrimination and according to their needs;
- have information, to be consulted and be part of decisions made about the services they receive;
- receive services that are safe and of good quality;
- be given the chance to access all opportunities Stepping Stone offers, provided they meet the guidelines required (i.e. for TE/SE/Conference/Training)
- have their privacy respected and personal information kept confidential;
- have access to all personal information kept about them by Stepping Stone ;
- have another person of their choice to support them and advocate on their behalf;
- have their feedback listened to and comments valued;
- terminate or refuse a Stepping Stone service without prejudicing their future access to a service;
- make a complaint if they are not happy with the services they receive.

Stepping Stone expects that members will:

- treat all people they meet when receiving services with respect
- be responsible for their choices and the results of any decisions they make;
- play their part in helping Stepping Stone to provide them with services;
- provide any information regarding their current condition that may place themselves or others at risk;
- respect the guidelines set out by Stepping Stone and always behave in an appropriate, safe and responsible manner.
- Adhere to all State and Federal legislation see Policy 3.10 Anti-Discrimination

Procedures

- Stepping Stone will maintain up to date information brochures about the services provided.
- Members will be provided with a Member Handbook. The Handbook will be discussed during orientation The Handbook will be in an appropriate format for the member's needs and will address the following:
 - Members Rights and Responsibilities;
 - Information about Stepping Stone services
 - Information about Stepping Stone 's Grievance Policy; and
 - Stepping Stone contact names and phone numbers.
- Members have the choice to be involved in all aspects of planning, delivery and review of services they receive.
- Members have access to all information about themselves that is held by Stepping Stone.

- Information held about each member will remain confidential within the limitations of Stepping Stone's duty of care and requirements to comply with legal obligations.
- Members' grievances will be dealt with fairly, promptly and without retribution, and the member may involve an advocate of their choice to represent his/her interests. See Grievance Policy 4.11 and Whistleblower Policy 1.9
- Where two or more members are involved in a conflict, all efforts will be made to ensure the rights of each members are maintained.

Training and Conferences.

The guidelines for making decisions about which staff and members to send to different Clubhouse conferences or training are as follows (NB - While the Executive Director makes the final decision, advice is always sought from the members and staff that work closely with the person in question in order to make a well informed decision. This is a very open and transparent process, and the reasons behind the decisions made are clearly communicated among all staff and members):

- How long has the person been a member/staff of Stepping Stone?
Generally we don't send anyone overseas unless they have been with Stepping Stone for a minimum of 12 months
- Does the person actively participate in the work of the Clubhouse and are they enthusiastic about the Clubhouse Model?
Active participation in the work of the Clubhouse is a prerequisite for all of our programs
- Is the person invested in their role at Stepping Stone?
Does the person plan to be involved in Stepping Stone after they return from the conference? Is the staff intending to remain an employee of Stepping Stone?
- Have they been to previous conferences?
Generally, we will try to send a mixture of newer staff and members (who would benefit greatly from the experience and may not have had the opportunity before) along with more experienced staff and members (who are better equipped to represent Stepping Stone on an International level) The more experienced staff and members that have also been to previous conferences may be selected as they have been asked to present on a certain Clubhouse topic that is particularly relevant to their role.
- Is the person able to represent Stepping Stone in a responsible and professional manner?
- Is the person able to prepare and deliver a presentation in front of a large group of people?
- Is the person able to travel long distances and work long hours with minimal support?
- Is the person prepared to bring ideas back to the Clubhouse, to share what they learned at training or conferences?
For example present an action plan at a planning meeting, present information at a house meeting.

