

HR Standards, Rights and Responsibilities Strategy

1. Service standards:

Taillem Bend Community Centre Inc (TBCC) has a responsibility to provide services in accordance with the following service standards:

1.1 Access to Services

To ensure that access to a service is fair and equitable.

1.2 Information and Consultation

To ensure that TBCC users are informed about his or her rights and responsibilities and the services available and given opportunities for consultation about any proposed changes.

1.3 Efficient and Effective Management

To ensure that TBCC users receive the benefit of well planned, efficient and accountable service management.

1.4 Co-ordinated, planned, and reliable service delivery

To ensure that TBCC users receive coordinated services that are planned, reliable and meet ongoing community needs.

1.5 Privacy, confidentiality, and access to personal Information

To ensure that the rights to privacy and confidentiality of each TBCC user is respected, and that procedures are in place to ensure that each Centre user can have access to personal information held by the TBCC.

1.6 Complaints and Disputes

To ensure that each TBCC user has access to fair and equitable procedures for dealing with complaints and disputes.

1.7 Advocacy

To ensure that each centre participant has access to an advocate of his or her choice.

2. Centre participants' rights and responsibilities:

TBCC participants have the following rights and responsibilities.

TBCC staff (paid and volunteer) have the responsibility to ensure that centre participants exercise their rights and carry out their responsibilities to the maximum extent possible.

Rights:

TBCC participants have a right to:

1. Respect for their individual human worth, dignity, and privacy.
2. Participate fully in community life.
3. Be informed about available services and how to participate in and contribute to decision-making.
4. Have services provided based on community needs.

5. Have services provided by appropriately qualified/competent staff/volunteers.
6. Be involved in community consultation.
7. Access to quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality, or age.
8. Privacy and confidentiality (except where compelling ethical, moral, or legal reasons eg, child protection legislation).
9. Access to any information about themselves held by the TBCC (and to correct any wrong information).
10. Express grievances and seek redress without fear of it affecting decisions relating to their participation.
11. Have grievances about service delivery heard and dealt with in a fair and objective manner.
12. Withdraw consent at any time without judgement

Responsibilities:

TBCC participants have a responsibility to:

1. Respect as individuals everyone involved in the centre.
2. Respect the rights of others including their rights to confidentiality and privacy
3. Inform staff/volunteers of support needs
4. Let the service know if they are unable to attend a class/appointment.
5. Act in a way which respects the rights of other TBCC participants.
6. Take responsibility for the results of any decisions they make.
7. Seek a fair resolution of any complaints.
8. Take responsibility for their own learning and behaviour, in line with current workplace practices and legislation. Any breaches will result in the participant having to “show cause” as to why they should not be excluded from further participation in the program. Behaviour includes ‘malicious gossiping’ about other participants, local citizens and especially TBCC staff and volunteers.

3. Staff and volunteer rights and responsibilities:

Rights:

Staff and volunteers have the right to:

1. Equal employment opportunity in all matters relating to employment, i.e., no discrimination on the grounds of sex, ethnicity, marital status, disability, sexual preference, religion, or age. (Refer to Diversity and Social Inclusion Policy and Professional Ethics and Conduct Policy)
2. Award conditions and rates of pay (at a minimum and where applicable).
3. Participate or be represented in decision making which affects them.
4. Information regarding decisions affecting them.
5. See their personnel records or any other written reports concerning them.
6. Have personal information kept confidential in accordance with the Information Sharing Guidelines.
7. Work in an environment free from harassment including sexual harassment. (Refer to Human Resource Management Bullying and Harassment Policy)
8. A safe and healthy work environment.
9. Access to training and development to extend their knowledge and skills and enhance career opportunities.

10. Supervision and critical incident de-briefing where appropriate.

Responsibilities:

Staff and Volunteers have a responsibility to:

Organisation

1. Understand TBCC and its mission, vision, and strategic plan
2. Support the aims and philosophy of the TBCC
3. Follow policies and practices set down in TBCC's Policy and Strategy documents
4. Represent the organisation in a positive way
5. Where organisational policies or procedures are outside the law or ethical practices, the worker must endeavour to effect change through appropriate channels.
6. Report any concerns regarding workplace health and safety issues.
7. Fulfil the obligations of their contract and/or work/volunteer agreement to the best of their ability, notifying their direct supervisor if difficulty is evident.
8. Work according to award conditions and/or agreed standards re: work hours, location, and work breaks.
9. Participate in the evaluation of their performance and service practices.

Respect Others

10. Respect as individuals everyone involved in the service including:
 - never abusing, physically or verbally any participant in the organisation.
 - not consume alcohol or illegal substances whilst at work
 - not sexually harass or bully any other worker or participant.
11. Respect the rights of others including their rights to confidentiality and privacy
12. Work with TBCC participants in a manner that recognises their dignity and rights as individuals in the community centre, in their interpersonal relationships and within society

Services - Inform and Involve TBCC Participants

13. Exercise their duty of care for TBCC participants.
14. Respect the rights of TBCC participants to determine their own goals.
15. Provide TBCC participants with accurate information about the services available to them and not knowingly withhold such information.
16. Inform TBCC participants of the service options available.
17. Involve TBCC participants in decision making about services.
18. Inform TBCC participants of the standards they can expect in the provision of the service.
19. Let TBCC participants know of their rights and the implications of services available to them.
20. Treat each TBCC participant with respect, offer guidance and be considerate of their time and commitments.

Confidentiality and Privacy

21. Respect the confidentiality of information obtained during advice or service. staff/volunteers will not share confidences revealed by TBCC participants without their consent except when compelling moral, ethical, or legal reasons exist.
22. Fully inform TBCC participants about the limits of confidentiality in any given situation, the purposes for which information is obtained and how it may be used.

23. Allow TBCC participants access to their own file if held (when providing users with access to records, the worker will take due care to protect the privacy of other people).
24. Not disclose any information concerning TBCC participants without their permission, except where the worker has a duty of care

Complaints

25. Deal with complaints fairly and promptly without retribution. (Feedback and Complaints Policy and Procedure)

Clear personal - organisational boundaries

26. To maintain appropriate and professional personal - organisational boundaries including:


- not remove property or funds from the organisation without proper permission
- not use resources/ fleet vehicles without permission from TBCC CEO or Chairperson
- not carry on a private business from the organisation premises or use organisation resources for private business.

Bequests, donations, and finances

27. To ensure that all bequests and donations are made freely and voluntarily and in no way bear upon TBCC participants' equal access to services.
28. To act in the best interests of TBCC participants in relation to their finances and other property
29. To declare any conflict of interest or potential conflict of interest regarding financial involvement with TBCC participants

Professional skills

30. Maintain their professional skills

Date first formulated	December 2015 (previously Standards Rights and Responsibilities August 2007)	
Dates approved by Board	V1, V2 V3	2016, 2018 April 2022
Next Review Date	April 2025	
Related Documents	Human Resources Professional Ethics and Conduct Policy Human Resources Harassment and Bullying Policy Human Resources Development and Training Policy Risk Management Policy (Child Safe) Statement of Commitment to the Safety and Wellbeing of Children Feedback and complaints policy Code of Conduct TBCC Strategic Plan	
Standards	Legal Services Commission National Employment Standards Unions Australia Human Rights Commission Equal Opportunity Commission Children and Young People (Safety) Regulations 2017 (SA) National Principles for Child Safe Organisations Child safe environments Rights of every child Department Human Service DHS Critical Client Incidents Policy Coronial Overview of child protection legislation across state and territory jurisdictions Australian Institute of Family Studies Information Sharing Guidelines Unicef – know your rights and responsibilities Children’s rights and responsibilities flyer Department Human Services DHS Critical Incidents Gender diverse, intersex and sexually diverse children and young people	
Legislation	Work Health and Safety Act Work Health and Safety Regulations 2012 Codes of Practice Safework SA Return to Work SA Aged Care Quality and Safety Commission Act 2018 Aged Care Act 1997 Competition and Consumer Act 2010 Associations Incorporation Act 2009 Sex and Age Discrimination Legislation Amendment Act 2011 Woman Working Centre Australian Human Rights Commission Act 1986 Children’s Protection Act 1993 (SA) Fair Work Act 2009 Volunteers Protection Act 2001 (SA) Family Law Act 1975 Equal Opportunity Act 1984 Children and Young People (Safety) Act 2017 Commonwealth Privacy Act 1988 State Records Act 1997 Guardianship and Administration Act 1993 Australian Human Rights Commission Act 1986 (Federal) Crimes Act 1914 (Federal) Fairwork Act 2009 Federal Law Fair work Act 1994 State Law	
Signed on behalf of TBCC Board of Management by: Name: Jack Hunt Position held: Chairperson Signature:  6 April 2022		