

Mountains Outreach Community Service Inc

Organisational Policy No. 5

Rights & Responsibilities

Rights and Responsibilities

POLICY

Mountains Outreach Community Service Inc (MOCS) is committed to ensuring all people involved with the organisation have their rights respected and their responsibilities clarified. It is imperative that information on rights and responsibilities are provided in written form and accessible to all. Where a person's rights have not been respected, MOCS will take action to ensure the situation is rectified.

These rights and responsibilities are outlined below and should be read in conjunction with MOCS' Code of Ethics Policy*.

1. Rights and responsibilities of all participants in MOCS

This includes Management and Service Committee members, paid workers, volunteers, students and service users. MOCS believes that all participants have the **right** to:

- Non-discrimination on the grounds of sex, race, culture, ethnicity, language, religion, marital status, age, disability, sexuality, political belief, income, private life or social background,
- Work or participate in services in an environment free from sexual and/or other forms of harassment ie. bullying, denigration or rude behaviour,
- Work in or visit a safe and healthy MOCS environment which meets Occupational Health and Safety* requirements,
- Work or have access to clear Child Protection Policies and Procedures*,
- Be treated fairly using principles of natural justice,
- Be informed as much as possible about MOCS - its policies, its people, and its programs,
- Have the opportunity to participate or be represented in decision making,
- To be heard and validated in making suggestions and to receive information back as to the outcomes of these suggestions,
- Be informed about decisions affecting them,
- Have personal information kept confidential, and to access their personal records or other reports about them,
- Have access to fair and equitable Grievance/Conflict Mediation and/or Service User Complaints Resolution Policies and Procedures* to deal with conflicts, complaints, grievances or work performance issues.

MOCS believes that all participants have a **responsibility** to:

- Respect the confidentiality of other participants and the organisation,
- Communicate openly and clearly as far as possible.

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2. Management Committee Members' Rights and Responsibilities

MOCS believes that Management Committee members have the **right** to:

- Recognition of their power and authority to manage the organisation,
- Adequate information and resources on which to base decisions,
- Orientation, training and development opportunities necessary for them to carry out their role.

MOCS believes that Management Committee members have a **responsibility** to:

- Fulfil requirements as specified in MOCS' Code of Ethics*.
- Have a professional attitude with regard to meeting protocol and general governance,
- Request clarification on issues and resources, when required,
- Be diligent and exercise due care in decision making.

3. Project Committee Members' Rights and Responsibilities

MOCS believes that Project Committee members have the **right** to:

- Adequate information and resources so that they can effectively participate in meetings and decision-making processes,
- Orientation, training and development opportunities necessary for them to carry out their role.

MOCS believes that Project Committee members have a **responsibility** to:

- Fulfil requirements as specified in MOCS' Code of Ethics*.
- Have a professional attitude with regard to fulfilling their role at committee meetings,
- Be diligent and exercise due care when participating in the decision making process.

4. Paid Workers' Rights and Responsibilities

MOCS believes that paid workers have the **right** to:

- Equal Employment Opportunity* in all matters relating to employment,
- A written Job Description and Contract of Employment Conditions (included within Enterprise Agreement*),
- Award conditions and rates of pay,
- Not to have, or be expected to contribute anything (eg. money, resources, etc.) other than their time, experience and skills in undertaking a job,
- Join and participate in a union,
- Access to training, supervision and development opportunities to enable them to fulfil their Job Descriptions, extend their expertise and enhance their career opportunities,
- A fair and equitable Disciplinary Action Policy and Procedures*.

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MOCS believes that paid workers have a **responsibility** to:

- Fulfil requirements as specified in MOCS' Code of Ethics*.
- Have a professional attitude with regard to meeting the requirements of their Job Descriptions,
- Accept their responsibilities in relation to promptness, reliability and good performance,
- Be open to give and receive appropriate feedback on work practices, performance and organisational issues. Where appropriate, to respond positively to suggested changes to work practices,
- Work collaboratively with other MOCS staff by sharing resources, skills, energy & ideas,
- Participate in activities that benefit all MOCS services.

5. Volunteers' and Students Rights and Responsibilities

MOCS believes that volunteers and students have the **right** to:

- Be treated as a co-worker, not just "free help",
- Be given a suitable assignment or project with consideration for personal preference, educational requirements, skills, abilities, education and employment background,
- A written Project/Job Description and Contract of Employment Conditions,
- Refuse to do a task requested of them,
- Determine the number of hours that they will work and when these hours will be worked, in negotiation with MOCS,
- Not to have, or be expected to contribute anything (eg. money, resources, etc.) other than their time, experience and skills in undertaking a job,
- Have access to relevant training for the job and continuing education as required,
- Sound guidance, supervision and direction by someone who is experienced, well informed and accessible.
- A fair and equitable Termination Procedure (which includes reasons for dismissal and appeals process - Refer Students and Volunteers Policy*).

MOCS believes that volunteers and students have a **responsibility** to:

- Fulfil requirements as specified in MOCS' Code of Ethics*.
- Respect the organisation's decision to accept, (or not to accept) placements of any volunteer or student and in what capacity, based on the needs of the organisation and its service users and after negotiations with the volunteer or student,
- Meet minimum standards of service provision to service users as defined by MOCS,
- Accept their responsibilities in relation to promptness, reliability and good performance,

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- Be open to give and receive appropriate feedback on work practices, performance and organisational issues. Where appropriate, to respond positively to suggested changes to work practices,
- Raise any concerns about service users and their circumstances to the appropriate person within MOCS and not discuss any service user's or co-workers' circumstances and details outside of the organisation,
- Recognise that MOCS may need to terminate the placement of the volunteer or student with the proviso that the reasons for this decision and information about appeals mechanisms are clearly stated.

6. Service Users' Rights

MOCS believes service users have the **right** to:

- The opportunity to access services to gain more control over their lives,
- Respect for their individual human worth, dignity and privacy,
- Be informed about available services and choose from those alternatives,
- Appropriate assistance which is flexible in response to their changing needs and priorities,
- Expect services that are reliable, of high quality, culturally and linguistically relevant,
- Express grievances and seek redress without fear of it affecting decisions relating to the services they receive.

MOCS believes that service users have a **responsibility** to:

- Respect the organisation, its workers and resources,
- Respect the rights of other service users,
- Raise issues with MOCS if they have a concern with the service,
- Be free of the influence of alcohol and/or drugs when attending or participating in MOCS services,
- Respect that MOCS may not always be able to provide services at a time and manner requested by the service user.

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| • Code of Ethics | Organisational Policy No.2 |
| • Equal Employment Opportunity | Employment Policy No. 1 |
| • Enterprise Agreement | Employment Policy No. 2 |
| • Students and Volunteers | Employment Policy No. 8 |
| • Grievance/Conflict Mediation | Employment Policy No. 12 |
| • Disciplinary Action | Employment Policy No. 13 |
| • Child Protection | Operations Policy No. 4 |
| • Service User Complaints Resolution | Operations Policy No. 5 |
| • Occupational Health and Safety | Operations Policy No. 6 |

Adopted by Committee of Management on:- _____

Review Date:- _____