



Rights and Responsibilities

Organisation

Policy:

- 1.1 Sharing Places is committed to providing an ethical framework for the standards, rights and responsibilities of consumers and staff.

Procedure:

2.0 Service standards

- 2.1 Services have a responsibility to provide services in accordance with the following service standards:
 1. **Access to Services.** To ensure that each consumer's access to a service is decided only on the basis of relative need.
 2. **Information and Consultation.** To ensure that each consumer is informed about his or her rights and responsibilities and the services available, and consulted about any changes required.
 3. **Efficient and Effective Management.** To ensure that consumers and their family/carer care receive the benefit of well planned, efficient and accountable service management.
 4. **Co-ordinated, Planned and Reliable Service Delivery.** To ensure that each consumer and their family/carer receive coordinated services that are planned, reliable and meet their ongoing specific needs.
 5. **Privacy, Confidentiality and Access to Personal Information.** To ensure that the rights to privacy and confidentiality of each consumer and their family/guardian/carer are respected and that the consumer and family/guardian/carer have access to personal information held by the agency.
 6. **Complaints And Disputes.** To ensure that each consumer and their family/guardian/carer has access to fair and equitable procedures for dealing with complaints and disputes.
 7. **Advocacy.** To ensure that each consumer has access to an advocate of his or her choice.

3.0 Consumer rights and responsibilities

- 3.1 Consumers have the following rights and responsibilities. Sharing Places Inc staff have the responsibility to ensure that consumers exercise their rights and carry out their responsibilities to the maximum extent possible.



Rights

Consumers have a right to:

1. Respect for their individual human worth, dignity and privacy.
2. Participate fully in the life of society.
3. Be informed about available services and how to participate in and contribute to decision-making.
4. Have services that match their ongoing needs and goals.
5. Have services provided by appropriately qualified workers.
6. Be consulted about their needs and preferences.
7. Choose from available alternatives.
8. Involve an advocate of their choice.
9. Have control over their own lives and have a say in the services that affect them including participating in decisions concerning the type of assistance provided and the way it is provided.
10. Appropriate assistance which is flexible in response to their changing needs and priorities.
11. Access to quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality or age.
12. Expect assistance that is reliable, of high quality, culturally and linguistically relevant.
13. Privacy and confidentiality (except where compelling ethical, moral or legal reasons eg, child protection legislation).
14. See any information about themselves held by Sharing Places Inc. in their files (and to correct any wrong information).
15. Express grievances and seek redress without fear of it affecting decisions relating to the assistance they receive.
16. Have grievances about service delivery heard and dealt with in a fair and objective manner.
17. Refuse a service (and refusal should not prejudice their future access to services).

Responsibilities

Consumers who are using Sharing Places services have a responsibility to:

1. Respect as individuals everyone involved in Sharing Places.
2. Respect the rights of others including their rights to confidentiality and privacy.
3. Inform workers of support needs.
4. Read, understand and agree to the consumer consent forms before signing.
5. Let the service know of intended absences and/or if they are not available for an appointment.
6. Act in a way which respects the rights of other clients and workers.
7. Take responsibility for the results of any decisions they make.
8. Seek a fair resolution of any complaints.



9. Comply with Sharing Places Inc. policies and procedures.

4.0 Staff rights and responsibilities

Rights

Staff 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, sexuality, religion or age.
2. Award conditions and rates of pay (at a minimum).
3. Join and participate in a union.
4. Participate or be represented in decision making which affects them.
5. Information regarding decisions affecting them.
6. See their personnel records or any other written reports concerning them.
7. Have personal information kept confidential.
8. Work in an environment free from harassment including sexual harassment.
9. A safe and healthy work environment.
10. Access to training and development to extend their knowledge and skills and enhance career opportunities.
11. Supervision and critical incident de-briefing.
12. Annual performance appraisal.

Responsibilities

Organisation

1. Understand Sharing Places Inc. and its mission, vision and values.
2. Support the aims and philosophy of Sharing Places Inc.
3. Follow policies and practices set down in Sharing Place Inc. Policy Manuals.
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 work health and safety issues.
7. Participate in the evaluation of their performance and service practices.
8. Respect as individuals everyone involved in the service including:
 - never abusing, physically or verbally, consumers, workers or members of the organisation;
 - not consuming alcohol or illegal substances whilst at work; and
 - not sexually harassing any other worker or consumers.
9. Respect the rights of others including their rights to confidentiality and privacy.
10. Work with consumers in a manner that recognises their dignity and rights as individuals within society.



Services - Inform and Involve Consumers

11. Exercise their duty of care for consumers.
12. Respect the rights of consumers to determine their own goals.
13. Provide consumers with accurate information about the services available to them and not knowingly withhold such information.
14. Inform consumers of the service options available.
15. Involve consumers in decision making about services.
16. Inform consumers of the standards they can expect in the provision of the service.
17. Let consumers know of their rights and the implications of services available to them.
18. Not be unnecessarily intrusive or confrontational, rather they should treat each consumer with respect, offer guidance and be considerate of their time and commitments.
19. Ensure all consumer contact be supportive and progressive.
20. Record all consumer interviews and significant contacts.

Confidentiality and Privacy

21. Respect the confidentiality of information obtained in the course of advice or service.
The worker will not share confidences revealed by consumers without their consent except when compelling moral, ethical, or legal reasons exist.
22. Fully inform consumers about the limits of confidentiality in any given situation, the purposes for which information is obtained and how it may be used.
23. Allow consumers access to their own file (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 the consumers of the service without their permission, except where the worker has a duty of care.

Complaints

25. Deal with complaints fairly and promptly without retribution.

Clear worker - consumer boundaries

26. To maintain appropriate and professional consumer-worker boundaries including:
 - never using consumer contact to meet their own needs;
 - not accept gifts from consumers;
 - not give personal gifts to consumers;
 - not give consumers or workers home phone numbers or address to others;
 - not have sexual relationships with consumers; and
 - not undertake assessments of personal friends or relatives (these should be referred to another staff member).

Clear personal - organisational boundaries

27. To maintain appropriate and professional personal - organisational boundaries including:
 - not to use vehicles for personal use unless otherwise stated in their contract;



- not remove property or funds from the organisation without proper permission; and
- not to carry on a private business from the organisation premises or use organisation resources for private business.

Bequests, donations and finances

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

Professional skills

31. Maintain their professional skills.

Responsibility:

Sharing Places staff
Sharing Places clients

Relevant Forms:

Complaints and grievances forms
Access to information forms

Related Policies:

- Work Health and Safety
- Code of Conduct -staff
- Drug and Alcohol
- Disciplinary
- Employee Assistance Programs
- Equity and Diversity
- Service Provision Charter
- Records and Information
- Suspension
- Privacy and Confidentiality
- Grievances and Disputes
- Employee Code of Conduct
- Interpersonal Protocol
- Consumer participation
- Service Outcomes
- Sexual Assault

Date Endorsed: May 2010	Review Date: (Should be reviewed within 3 to 5 years of endorsement) 28 May 2012	Approval Signature:
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