



## 2.1 Member Rights and Responsibilities

### Member Rights:

- safe and high-quality care and services;
- be treated with dignity and respect;
- have my identity, culture and diversity valued and supported;
- live without abuse and neglect;
- be informed about my care and services in a way I understand;
- access all information about myself, including information about my rights, care and services; you have the right to have access to your membership records upon written request by you or your nominated representative. Information will be supplied to you within seven working days from receipt of request.
- have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
- have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
- my independence;
- be listened to and understood;
- have a person of my choice, including an aged care advocate, support me or speak on my behalf;
- complain free from reprisal, and to have my complaints dealt with fairly and promptly;
- personal privacy and to have my personal information protected;
- exercise my rights without it adversely affecting the way I am treated.

### Member Responsibilities:

- To respect Redcliffe Community Bus Volunteers, staff and other members.
- To respect the conditions on the agreed transport arrangements between you and the Redcliffe Community Bus Service Volunteers which include
  - booking for trips with the RCB Office
  - paying for trips by the due date asked
  - being ready on time for trips
  - advising of any change in your plans for trips by giving 3 days' notice to allow someone else to take your place (medical emergencies excluded of course)
- To accept and follow the procedures, rules and policies of the Redcliffe Community Bus as detailed in the Constitution and policy documents

### Member Types:

#### Ordinary Member

- reside in the Redcliffe Peninsula or Deception Bay areas; and
- are aged 65 or over (or 50 years and over for people who identify as Aboriginal and/or Torres Strait Islander); or
- are under 65 but have a disability as proven by a Disability Services Pension card or doctor's certification; or
- is a carer/companion for a member



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### Honorary Member

- nominated by the Committee
- No voting rights
- Do not pay membership fees
- Full entitlement to services

### Life Member

- Members who have had 15 years continuous membership
- Plus, members appointed at an AGM, for example, for meritorious service as a volunteer helper or Committee member or supporter
- Do not pay membership fees
- Full membership rights, including eligible for election to Committee

### Associate Member

- May include membership offered to people who do not meet the usual criteria, for example:
  - office employees or volunteers under the age of 65 (exempt from membership fee)
  - members who have moved away to other suburbs but who wish to retain their membership
  - spouses or partners of volunteers not eligible for full membership
- Pay membership fees
- Eligible for election to Committee
- No voting rights (unless elected on to Committee)

For insurance purposes, all volunteers will be required to become members.

### General

- On joining, members will be informed about their rights through: -
  - Receipt of Redcliffe Community Bus Members Rights and Responsibilities
- Receipt of an appropriate information sheet or brochure about the services available by Redcliffe Community Bus and details of contact phone numbers.
- Redcliffe Community Bus Volunteers will be provided with specific training on Member's Rights and Responsibilities as part of the orientation process.
- Member complaints will be processed according to the Redcliffe Community Bus Service's Complaints and Feedback Policy.
- Members who refuse or have been refused a service or membership will not be disadvantaged from accessing services in the future and may re-apply based on a change in the member's condition or situation (i.e. physical, psychological, environmental etc)
- New members or existing members seeking to renew their membership who have their applications rejected have the right to an appeal process.
- Special requirements of members are considered through the following actions:
  - Linguistic – interpreters or interpreter services if required (via a family member/friend if possible or through the Translating and Interpreting Service provided by the department of Home Affairs.
  - Cultural – acceptance of individual's way of life, moral or religious beliefs and values
  - Physical – barriers that may affect individuals (i.e. sight, hearing, literacy etc)
  - Specific training on working with special needs of individuals will be provided to Volunteers
- All members of the Redcliffe Community Bus Service will be assured that their membership records are kept confidential and private and staff will maintain confidentiality



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### New Membership and Membership Renewals

- Applications for membership must be submitted on the appropriate Redcliffe Community Bus form with the membership fee from 1<sup>st</sup> July to 30 September of current financial year to be \$10.
- Applications for membership will be considered for acceptance at the next available Committee Meeting

### Non-Approval and Appeal Rights

- Reasons for non-approval of a membership application may include:
  - failure to meet the membership criteria
  - failure to pay the required fee within 2 months
  - failure to complete the application form
- If an application for new membership is rejected, the Secretary will write to the applicant within 14 days of the meeting providing advice of
  - the reason for rejection
  - if appropriate, inviting the applicant to resubmit their application
  - if appropriate, providing information on the appeal process
- Appeals against the rejection of membership should be submitted in writing to the Secretary within 1 month and will be considered at a General Meeting of members within 3 months.
- At the General Meeting the applicant and the Committee will both be given a full and fair opportunity to put their case before a vote is taken.

### Cancellation of an Existing Membership

- A majority of the Management Committee may decide at a meeting to suspend or cancel a membership
- Reasons for cancellation of existing membership may include:
  - failure to meet member's responsibilities
  - failure to comply with the provisions of the Constitution
  - or as stated in the Constitution "*conducts himself or herself in a way considered to be injurious or prejudicial to the character or interests of the Redcliffe Community Bus for Disabled or Aged Inc.*"
- If such a decision is made, the Secretary must write to the member within 14 days of the meeting providing advice of
  - the reason for cancellation
  - may include advice on conditions to be met or a time frame of some compliant action required (for example, that the member obtains the support of a carer)
  - providing information on the appeal process
- Appeals against the suspension or cancellation of membership should be submitted in writing to the Secretary within 1 month
  - a general meeting will be held to decide the appeal within 3 months
  - At the General Meeting the applicant and the Committee will both be given a full and fair opportunity to put their case before a vote is taken.
  - an appeal will be decided by a vote of the members present
- The Secretary will write to the applicant within 14 days of the meeting providing the result of the appeal. There is no further avenue of appeal.



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### Resignation

A member may resign from the organisation at any time

- by written notice
- fees will not be refunded
- takes effect on the day and time received by the Secretary or later day if stated on the notice
- A member reapplying to join during the financial year will be required to pay a fee again

### Referrals

- Where any member seeks further support or advice from volunteers with the Redcliffe Community Bus for Aged or Disabled Inc on health matters or services for the elderly, the volunteer shall only advise the member to seek advice from their General Practitioner or advise them to contact My Aged Care.
- Where the volunteer has some concern about the member's situation, it is the Redcliffe Community Bus's responsibility under duty of care to contact the member directly in the first instance and then the Next of Kin (emergency contact) or GP

### Carers

- A membership application may include a carer where the applicant is over 65 or the member has been accepted under the disability criterion.
- On trips where a fee is included, the carer or member must pay all costs
- The President may determine that a member may include a casual carer (e.g. family member) on occasional trips without requiring the carer to become a member.

I have read and understood this policy

Name \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_