



## RIGHTS & RESPONSIBILITIES POLICY

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### 1. PURPOSE

The purpose of this policy is to ensure that the rights of every individual accessing a service or activity provided by Older Women's Network Queensland Inc (OWNQ) is upheld and that all parties are aware of their responsibilities in relation to providing and receiving a service or activity.

### 2. POLICY STATEMENT

OWNQ is committed to ensuring that all individuals accessing services or activities are aware of their rights and responsibilities and receive a consistent and equitable response from other members, staff, volunteers and visiting services.

### 3. RIGHTS & RESPONSIBILITIES PROCEDURE

All individuals including members, staff and volunteers as well as visiting services are expected to adhere to the following Statements of Rights and Responsibilities for members of OWNQ.

### 4. STATEMENT OF RIGHTS

Members have the right to:

- be treated with fairness regardless of gender, race, religion, disability, cultural and linguistic background or age;
- a safe, secure and comfortable environment;
- be treated with honesty, respect, dignity and regard for their privacy and confidentiality;
- be provided with accurate information to make informed decisions and choices about the information they may receive;
- support that takes into account lifestyle and cultural differences and to be an active partner in the activities provided.

**5. STATEMENT OF RESPONSIBILITIES**

Members, staff, volunteers and visiting services have a responsibility to:

- respect other people's rights to a safe, secure and comfortable environment and actively contribute to ensuring this occurs;
- treat other members, staff, volunteers and visiting services with respect and consideration;
- respect other people's rights to privacy and confidentiality.