

<b>The Junction Club House Cairns Ltd</b>		
<b>Policy: Member service charter</b>		
Policy number: JQS.P4.1v.2		Date adopted: 22/08/2018
Authorised by: The Board		
Date last reviewed: 06/11/2019	Reviewed by: Quality Review Panel	Date of next review: 06/11/2020
<b>Related Documents:</b>		
<b>Related policies and procedures, How To Task Lists, forms, registers or other organisational documents of The Junction</b>	<ul style="list-style-type: none"> <li>• Harm Prevention policy</li> <li>• Harm Response policy</li> </ul>	
Other standards	<ul style="list-style-type: none"> <li>• National Mental Health Standards</li> <li>• The International Standards for Clubhouse programs</li> <li>• Human Services Quality Standards</li> <li>• NDIS Practice Standards</li> </ul>	
Legislation or other requirements	<ul style="list-style-type: none"> <li>• Disability Services Act 2006</li> <li>• Privacy Act 1988</li> <li>• Age Discrimination Act 2004</li> <li>• Australian Human Rights Commission Act 1986</li> <li>• Disability Discrimination Act 1992</li> <li>• Racial Discrimination Act 1975</li> <li>• Sex Discrimination Act 1984</li> <li>• Information Privacy Act 2009</li> <li>• Right to Information Act 2009</li> <li>• Human Rights Act (QLD) 2019</li> <li>• National Disability Insurance Scheme Act 2013</li> </ul>	

## **1. Purpose:**

The purpose of this policy is to make clear the nature and standard of the service we will provide to members. We want the members who use these services to gain power and control over their own lives. We will protect the human rights of members and ensure that members are aware of what to expect from the service and of their own rights and responsibilities.

This service charter makes clear statements about the nature and standard of the service we will provide to members, which assists our members to play an active role in decisions that affect their lives, to have a place where they feel they belong, and to work with employees side-by-side to achieve their dreams.

## **2. Scope**

This policy applies to all employees, members, contractors, volunteers and visitors involved in the operations of The Junction Clubhouse Cairns Ltd.

## **3. Policy statement: Our commitment**

The Junction is committed to making all our members aware that we promote opportunities for choice and participation. Our member service charter outlines these commitments in a way that is accessible and easily understood by our members.

The Junction also commits to enabling members and employees to actively participate in decision making, generally by consensus, regarding governance, policy making, and the future direction and development of the Clubhouse.

This charter is to be read concurrently with the International Standards for Clubhouse programs. The International Standards for Clubhouse Programs, consensually agreed upon by the worldwide Clubhouse community, define the Clubhouse Model of rehabilitation. The principles expressed in these Standards are at the heart of the Clubhouse community's success in helping people with mental illness to stay out of hospitals while achieving social, financial, educational and vocational goals. The Standards also serve as a "bill of rights" for members and a code of ethics for staff, board and administrators. The Standards insist that a Clubhouse is a place that offers respect and opportunity to its members.

## 4. Procedures

The Junction adheres to the International Standards for Clubhouse programs. And, specifically through its members and employees, The Junction provides a supportive environment, where we believe recovery is possible for all members, through the following:

- Providing opportunities for friendship, employment, education, and meaningful work from Monday to Friday from 8.30 a.m. to 3.00 p.m. at 7 Miller Street, Parramatta Park
- Providing high standards of service for and with members. The Junction’s four basic values guarantee that our members have:
  1. The right to a place to come
  2. The right to a place to return
  3. The right to meaningful relationships
  4. The right to meaningful work
- Providing opportunities for member feedback and complaints
- Providing opportunities for members to exercise choice and to participate in service decisions
- Supporting members to enable them to make choices and participate, including the use of interpreters, advocates, written materials in a variety of community languages, and culturally appropriate service strategies
- Respecting member’s right to be supported to develop and maintain their identity (including personal, gender, sexuality, cultural, religious and spiritual identity)
- Respecting members’ rights to intimacy and sexual expression in their private lives
- Supporting members to maintain and strengthen family/kinship networks
- Supporting member’s right to cultural safety
- Respecting members’ right not to engage in an activity unless required as part of their service plan or for safety reasons.

## 5. Review processes

Policy review frequency: Annually	Responsibility for review: The Director
Review process: The Director as Chair of the Quality Review Panel convenes the panel to conduct review.	
Documentation and communication: All policy decisions will be documented and communicated using the Quality Review Panel observing the Document control HTTL. Note: add version number after review.	