



Policy 101

Member Rights

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|------------------------|--|--------------------|--|
| Applies to: | Board, Staff, Club Committees, Teachers, Inpool volunteers | | |
| Responsibility: | CEO | | |
| Status | Approved 2014 | | |
| | Approved 10/2020 | | |
| | Updated 11/2023 | Next Review 3/2026 | |

Rainbow Club Australia is committed to developing an organisational culture that supports the legal and human rights of members and ensures that they are able to exercise those rights as outlined in relevant legislation including the:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Work Health & Safety Act 2011
- National Disability Insurance Scheme (Code of Conduct) Rules 2018

Rainbow Club understands and supports the principles of fairness and human rights in all aspects of service delivery. It will ensure that services are provided in an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect or exploitation.

- Provide easily understood and accessible information to all members about what the organisation does and how members can contact us. A Welcome Letter is sent to new members outlining members rights, the standards members can expect and opportunities to

provide feedback or make a complaint.

- Ensure members have access to a fair and transparent system for making complaints and for reporting any breach of their rights.
- Support members to exercise choice and participate in service delivery and direction.
- Involve members in the development of Policy and Procedures that impact on their service