

CYP Charter of Rights and Responsibilities

Service Users' Rights

- Be provided with a person centred quality service
- To understand my rights with assistance if required
- Be treated as an individual
- Have my right for privacy and confidentiality respected
- Equal access to the services offered
- Have my complaints/grievances addressed in an appropriate manner
- Have a say on the management of the service
- Have the right to say no if I don't like the service offered to me
- Have the right to leave the service if I wish to
- Be respected
- To feel safe
- Be listened to
- Be able to make my own choices
- Be provided with opportunities to participate in and become part of my Community
- Have my cultural, religious and sexual beliefs respected

Service Users' Responsibilities

- Treat staff with respect
- Treat other clients with respect
- Respect others privacy
- Assist staff and other residents to keep our home tidy
- Assist staff and other supported employees keep our workplace tidy
- Understand, respect and follow house/work rules
- Provide feedback on the service
- Inform staff of any concerns if you feel unsafe
- Talk to staff about ideas for improving the service

Charter of Rights and Responsibilities

“Staff”

Staff Rights

- Be treated with respect by clients and co-workers
- Provided with training, information and resources
- Have personal information treated with privacy and confidentiality
- To have a safe and healthy working environment
- Provided with the opportunity to have input into service management
- Have complaints managed in a positive manner without discrimination
- Not to be discriminated in any way

Staff Responsibilities

- Be responsive to service users' individual needs
- Provide an effective, appropriate person centred quality service
- Provide a safe and healthy environment for the clients and co-workers
- Carry out duties in an ethical manner, show integrity and display appropriate behaviour
- Be professional in your approach
- Be non-discriminatory, treat stakeholders and co-workers with dignity
- Treat service users with respect
- Respect the need for clients and co-workers privacy and confidentiality
- Manage complaints/grievances in a positive manner without discrimination
- Be sensitive and responsive to service users concerns and difficulties
- Follow Westhaven guidelines
- Understand and follow the code of conduct
- Understand and follow the organisations policy and procedures
- Promote team spirit