



Service User's Rights and Responsibilities

Policy Statement

Inclusive Matters is committed to developing an organisation culture that supports the legal and human rights of all people accessing **Inclusive Matters'** services. We comply with and where possible exceed all relevant legislation in order to ensure that **Inclusive Matters'** service users are able to exercise the rights outlined in legislation.

Service User's Rights

- PARTICIPATE fully in the life of society
- Express their views respectfully and be HEARD and have something done about it
- Use and receive the BEST available support
- Be treated with RESPECT in regards to their values, belief, culture, and human worth
- To have a SUPPORT PERSON of their choice
- Be INVOLVED in making decisions that affect them
- Involve an ADVOCATE of their choice
- Be PROTECTED from harm
- To have full CONFIDENTIALITY of their support and personal details, unless they consent to sharing the information or there is a risk of harm to themselves or others
- To be FULLY INFORMED, ask questions and be given answers about all matters concerning them
- Give FEEDBACK about the services they receive and make any complaints without fear of it affecting decisions relating to the assistance they are provided
- To ask for a CHANGE OF WORKER assigned to their case
- To READ their RECORD and add information to it
- To REFUSE a service (and refusal should not prejudice their future access to services)

Service User's Responsibilities

- Always treat others FAIRLY and RESPECT their privacy and independence
- Give HONEST and ACCURATE information about what is going on in their life
- KEEP appointments or let Inclusive Matters know in advance when they cannot (at least 24hours is preferred)
- PARTICIPATE in their support process
- Take RESPONSIBILITY for the decisions they have made, even when they do not like the outcome
- Tell us when they do not understand what we have told them and ask for further information
- Stay SAFE and follow Inclusive Matters' work health and safety instructions
- Seek a FAIR resolution to any complaints.