

User Charter



The user charter explains what service users and staff can expect when working together.

As a Service User of Orchardville you can **expect staff to:**

- Treat you as an individual and with respect always
- Provide you with a quality of service
- Help empower you by fully understanding all the options available and support you in whatever choice you make
- Act with integrity and passion in everything we do for you
- Act as your advocate when you are not in the position to represent your self
- Work with you to set reasonable goals for you to realise your potential
- Provide you with a safe and secure place
- Talk to you and listen to you

Orchardville staff **expect service users to:**

- Treat everyone they meet with dignity and respect
- Continue to work on and develop good timekeeping, attendance and organisational skills
- Listen to the advice provided by staff
- Continually work hard
- Try new things when given the opportunity
- Ask for help when you need it
- Be committed to the choices you make

Orchardville **staff cannot:**

- Tolerate bullying, bad language, violence or bad behaviour in general
- Meet you or respond to queries outside work hours (9.00 – 4.30 Mon – Fri)
- Have personal / social relationships with you including over social media
- Provide legal advice or complete benefit related documentation on your behalf, we can sign post you to organisations which can help with these processes.
- Provide personal care or administer medication