



BRIGHTON OASIS PROJECT RIGHTS AND RESPONSIBILITIES CHARTER

You have a Right to:

- Be treated with respect by staff and other service users at all times
- Receive a service which is sensitive to your needs where these arise from cultural, religious, sexual or any other diversity
- Expect confidentiality, as explained in the Project's Confidentiality Policy
- Access any files or notes kept about you and your children by Project staff
- Have access to information about all of the Project's services.
- Have access to all of the Project's policies which are relevant to you and to be able to ask questions about them if something isn't clear
- Receive an efficient and effective service
- Comment on the quality and type of service delivered using the suggestions box if you wish to do so anonymously
- Give your comments, complaints and compliments to the staff, anonymously if you wish.
- Make a formal complaint against the Project or a member of its staff if necessary and to receive advice on how to do this.

You have a Responsibility to:

- Treat all staff members, sessional workers, volunteers, other clients and their children with respect
- Be aware of and sensitive to needs and differences created by diversity in beliefs and culture
- Not to engage in aggressive or violent behaviour towards staff or other service users.
- Respect the confidentiality of other service users, both inside and outside of the Project.
- Not attend the project while substance affected or to use language or behaviour which glorifies, excuses or minimises their harms.
- Avoid using labels on the basis of substance misuse or other personal characteristics and to leave personal prejudices at the door
- Observe the Project's guidelines, policies and procedures.
- Keep all appointments or cancel them in good time.
- Be on time for all groups, key works and meetings
- Abide by any contracts signed.
- Avoid the use of mobile phones while in the Project and to keep them on silent while in groups.