
Service User Charter 2025

***MEWA Health and Harm
Reduction Unit***

Approved February 2025
Revised January 2025

Charter of Service User Rights and Responsibilities

Service User's Rights

You have a right:

1. To be treated with respect and dignity by *MEWA Health Board* staff at all times.
2. To have straight-up, non judgemental information on drug use and harm reduction.
3. To have your personal information kept confidential within the staff team. In some very exceptional circumstances this may have to be shared, but staff should explain this to you as part of the confidentiality policy.
4. To access services regardless of your age, race, gender, sexual orientation, religion (or lack of), disability, marital status, and family status.
5. To have a key worker or a case manager, an assessment and an individual plan of care based on your needs - if you want one.
6. To be involved in drawing up and reviewing your care plan.
7. To receive non-judgemental information on the service options available to you and, wherever possible, be offered the opportunity to make choices about these options.
8. To complain and make comments without it having a negative affect on your access to the service. You should be offered support in doing this if you want it.

Service User's Responsibilities

You are expected to:

1. Respect the dignity and privacy of staff and other service users.
2. Treat other service users and staff with courtesy and respect. Threatening, abusive or violent behaviour is not okay.
3. Treat the building and premises with respect and do not deface or damage the property of *MEWA Health Board*
4. Refrain from buying or selling anything while on the premises or outside the building.
5. Help *MEWA Health Board* to be a good neighbour to other businesses and services in the area by being respectful to others in the neighbourhood.
6. When you can, help to develop the service by making your voice heard at group sessions, one-to-one sessions and at the *MEWA AGM*.