

The EVE Limited Quality Assurance
Department's contact details are:

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If you require any further information or
assistance please contact the following:

EVE Limited

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Tel (01) 671 9664

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Email: eveadmin@eve.ie

Website: www.eve.ie

Service Participants Charter of Rights

EVE Limited – Service Participants



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Our Service

Eastern Vocational Enterprises (EVE) Limited's ethos is to provide a person-focused service for those who experience mental health difficulties, have an intellectual difficulty or Asperger's Syndrome.

Our Vision

We, EVE Limited in the spirit of partnership are dedicated to delivering and developing quality services. Our core commitments are to ensure that all experiences with us reflect the fact that every participant is treated with respect at all times, assisted to achieve increased levels of independence and have been facilitated to integrate more fully into his/her community.

Our Charter of Rights

The following Charter highlights the rights and responsibilities EVE Limited will keep to when dealing with each and every participant.

You can access a lot more information on our website – www.eve.ie

- **Accessibility** – EVE's aim is that everyone irrespective of disability can readily avail of our services and their programmes.
- **Advocacy** – EVE will support you whenever you require an advocate (of your choice).

- **Choice** – we continue to offer choices which are real and relevant to your programme.
- **Dignity** – we continue to run this organisation so your privacy and dignity are always protected.
- **Equal Valued Outcomes** – we continue working towards your health and social gain outcomes, for example when you leave one of our services we hope that you will have gained skills for a better quality of life, improved health management, employment experience, life skills, community involvement and social inclusion.
- **Equality** – we will always make sure you are treated as an equal citizen.
- **Flexibility** – we will continue to change, add and develop programmes so the service can better meet everyone's needs.
- **Individualisation** – we ensure all our services are capable of change to suit your needs.
- **Information** – you have a right to receive up to date and relevant information - all our services will continue to keep you informed and make information available to you when you require it.
- **Participation** – you have the right as does your advocate to be involved in decisions which affect your everyday activities in any of our services.

- **Quality Service Standards** – the service you attend should comply with all relevant quality service standards e.g. Health, Safety & Welfare at Work 2005.
- **Self Determination** – EVE encourages you to have the fullest possible control over your own life, we are willing to help and support you to achieve this.
- **Support** – you have the right to support from the service you attend to help you to achieve a greater quality of life e.g. a keyworker.
- **Grievances/Complaints** – you have the right to air your grievances and/or complaints, you have the right to get some information back on any action taken on your behalf and be involved or informed on any follow up.
- **Entitlements** – you have the right to be made fully aware of everything you are entitled to while being a participant of EVE and one of its centres.

How you are heard

EVE supports all representative committees, they are one of the most beneficial tools to gathering and giving out information. We hope to have an organisational committee which would give and receive information from all areas of EVE and its different locations.