Rights and Responsibilities of ANFE Community Care

- To treat service users with courtesy and respect
- To provide access to services free of discrimination
- To provide accurate information and enable service users to make informed choices about matters that affect them
- To provide a quality service
- To respect cultural and religious traditions
- To provide assistance with the English language including an interpreter if required by a service user when dealing with ANFE Community Care
- To welcome feedback, comments and complaints
- To protect service users' privacy
- To promote understanding of how to access and use an advocate
- To support, foster and encourage the independence of service users

Rights and Responsibilities of Service Users

- To treat staff and volunteers with respect
- To provide ANFE Community Care with the information necessary to enable staff to provide safe and appropriate care
- To play their part in helping ANFE Community Care to provide quality services and to respect the rights of others participating in ANFE Community Care services.
- To make decisions, refuse services and reapply and/or appeal a service decision. People must accept responsibility for their decisions if they withhold information or refuse offered advice or services
- To inform ANFE Community Care promptly if personal circumstances change, the service is no longer required or if people are unable to attend
- To inform ANFE Community Care of any problems with its services to that corrective action can be taken at an early stage
- Right to privacy
- Right to use an advocate when dealing with ANFE Community Care
- Right to informed decisions and choices that support service user independence