

Charter of Rights

Vision

The achievement of full social, economic and educational inclusion and integration of people with disabilities as equal, independent and participative members of their communities and society.

Mission

Driven and wholly owned by its members, IWA will:

- ✓ Support and promote independence, dignity and enhanced quality of life for people with disabilities and others with impaired mobility in Ireland.
- ✓ Provide a range of superior quality, holistic, person-centred services.
- ✓ Operate in partnership with individuals, local communities, businesses and all others in society who can support us in achieving our vision.
- ✓ Communicate effectively with all stakeholders.
- ✓ Operate to the highest professional standards of governance, transparency and accountability.
- ✓ Be dynamic, innovative and professional.
- ✓ Continuously strive for excellence in all that we do.

Core values

There are a number of core values which underpin every aspect of the way in which IWA operates. We believe people have a right to independence, freedom of choice, self-determination, equal status, respect as individuals, dignity and control over how they live their lives.

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When receiving an Irish Wheelchair Association service:

I have the right to

- ▶ A quality service that supports me to achieve my full potential.
- ▶ Be treated with respect.
- ▶ Actively participate in the planning, reviewing and evaluation of my service.
- ▶ Make up my own mind and to have someone with me to give me support.
- ▶ Privacy and confidentiality within the Association.
- ▶ Comment and give feedback to the Association.
- ▶ Accessible and inclusive IWA buildings that have a good standard of facilities.
- ▶ Be safe, feel at ease and comfortable within the Association.

If you need help, there are people available to support you.
You can ask the person providing the IWA Service, contact your local IWA office or the Customer Care Department on **01 818 6400**.
Please visit www.iwa.ie/customercare for more information.

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With every right comes a responsibility.

The following guide accompanies the IWA Charter of Rights to communicate:

- ▶ *Your right in IWA as a service user.*
- ▶ *What you can expect from IWA.*
- ▶ *What IWA expects from you.*
- ▶ *What we do in IWA.*

How to use this guide

			
<i>Your right in IWA as a service user</i>	<i>What you can expect from IWA</i>	<i>What IWA expects from you</i>	<i>What we do in IWA</i>

1. Quality Services

<i>Your right in IWA as a service user</i>	<i>What you can expect from IWA</i>	<i>What IWA expects from you</i>	<i>What we do in IWA</i>
<p><i>I have the right to a quality service that supports me to achieve my full potential.</i></p>	<p>I will receive quality services and supports that are delivered to a high standard.</p> <p>I will receive services and supports consistent with my choices and individual requirements.</p> <p>I will be placed at the heart of my service.</p> <p>I will receive supports that will enhance my quality of life in a way that is meaningful to me.</p>	<p>Choose services and supports that give you a better quality of life.</p> <p>Work together with staff to ensure your requirements are met.</p> <p>Utilise IWA supports to attain individual goals and experience a better quality of life.</p>	<p>IWA services and supports are compliant with legal requirements and operate to IWA's National Standards outlined in IWA's Policies and Procedures and Operational Manuals.</p> <p>IWA works towards Quality Accreditation through EQUASS and Q Mark and continuously develops the quality of its services and supports.</p> <p>IWA models of services give people access to a range of supports that are effective in meeting individual requirements.</p> <p>IWA delivers services through its person centred approach which focuses on supporting an enhanced quality of life. Our community based services support people to experience full and equal citizenship in Irish society.</p>

2. Respect

<i>Your right in IWA as a service user</i>	<i>What you can expect from IWA</i>	<i>What IWA expects from you</i>	<i>What we do in IWA</i>
<p><i>I have the right to be treated with respect.</i></p>	<p>IWA will respect me, my culture, my beliefs and my individual values.</p>	<p>Treat everyone in IWA with dignity and respect.</p>	<p>IWA protects everyone under the Association's Dignity and Respect Policy.</p> <p>The policy ensures we are all free from all forms of discrimination, bullying, harassment or sexual harassment.</p>

3. Active Role in my Service

<i>Your right in IWA as a service user</i>	<i>What you can expect from IWA</i>	<i>What IWA expects from you</i>	<i>What we do in IWA</i>
<p><i>I have the right to actively participate in the planning, reviewing and evaluation of my service.</i></p>	<p>IWA will ensure I have an active role in my service.</p>	<p>Plan your service with IWA staff.</p> <p>Voice your opinion and make choices.</p> <p>Give feedback on your plan.</p> <p>Evaluate how you have benefited from your service and supports.</p> <p>To keep in contact with the service.</p>	<p>IWA operates its services to ensure each individual has the opportunity to self-assess and self-evaluate their service and supports, through a cycle of planning, reviewing and evaluation.</p> <p>IWA's continuous improvement processes ensures each plan is responded to and developed based on an individual's self-assessment and self-evaluation.</p> <p>IWA utilises all feedback to inform service development.</p>

4. Self-determination

<i>Your right in IWA as a service user</i>	<i>What you can expect from IWA</i>	<i>What IWA expects from you</i>	<i>What we do in IWA</i>
<p><i>I have the right to make up my own mind and to have someone with me to give me support.</i></p>	<p>IWA supports people to be independent in all aspects of life.</p> <p>IWA will listen to and respect the decisions I make about my life and my service.</p> <p>IWA acknowledges that I can also change my mind.</p> <p>IWA will listen to me.</p> <p>If I wish I can bring along an advocate or family member to any of my support meetings.</p> <p>IWA will support me to access independent professional advocates in the community.</p>	<p>Utilise supports to make informed decisions.</p> <p>Speak for myself.</p> <p>Bring along an advocate or family member to assist me, if I wish.</p>	<p>The right to autonomy under Irish law and European legislation is embedded in the Association's Vision, Mission and Values.</p> <p>IWA service processes promote self-determination as an integral part of increasing a person's independence.</p> <p>IWA service manuals operate guidelines to ensure people have the opportunity to make informed and supported decisions that involve taking positive risks.</p> <p>In IWA each individual has the right to self-advocate and or have the involvement of an advocate of their choice.</p> <p>Self-advocacy, as a principle value, is built into all IWA service manuals.</p> <p>IWA provides information and encourages people to access additional local amenities and facilities in their community.</p>

5. Privacy and Confidentiality

<i>Your right in IWA as a service user</i>	<i>What you can expect from IWA</i>	<i>What IWA expects from you</i>	<i>What we do in IWA</i>
<p><i>I have the right to privacy and confidentiality.</i></p>	<p>IWA will do its best to ensure I have adequate personal space and privacy when I use IWA services.</p> <p>IWA will maintain strict confidentiality in regard to my personal information.</p>	<p>To see your file on request.</p> <p>Make sure the information on your personal file is correct and up to date.</p>	<p>IWA Confidentiality Policy and Procedures protects personal information both written and verbal.</p> <p>IWA Confidentiality Policy ensures privacy when individuals share information with IWA staff, and how and where this personal information is stored, and who has access to it.</p>

6. To comment and give feedback

<i>Your right in IWA as a service user</i>	<i>What you can expect from IWA</i>	<i>What IWA expects from you</i>	<i>What we do in IWA</i>
<p><i>I have the right to comment and give feedback to the Association.</i></p>	<p>IWA says it is OK to comment either positively or negatively and welcomes my feedback as it enables the Association to improve and develop services.</p> <p>My comment will be responded to and I will not experience adverse treatment.</p>	<p>Speak for yourself.</p> <p>Bring along an advocate or family member if you wish.</p>	<p>IWA standards ensure people have the opportunity to comment and give feedback independently.</p> <p>IWA will investigate any complaint and work to address any concerns through the Customer Care Policy.</p> <p>IWA enables independent comment and feedback through its:</p> <ul style="list-style-type: none"> ▶ Customer Care Department. ▶ Customer Compliments, Comments and Complaints process. ▶ Service Satisfaction Surveys. ▶ Open consultation forums.

7. Accessible and inclusive buildings

<i>Your right in IWA as a service user</i>	<i>What you can expect from IWA</i>	<i>What IWA expects from you</i>	<i>What we do in IWA</i>
<p><i>I have the right to accessible and inclusive IWA buildings that have a good standard of facility.</i></p>	<p>IWA will do its utmost to make all IWA facilities physically accessible.</p> <p>IWA will provide a good standard of facilities open to service users and the wider community.</p>	<p>Use the facilities respectfully and safely.</p>	<p>IWA publishes and promotes IWA's <i>Best Practice Access Guidelines</i>.</p> <p>IWA implements an ongoing enhancement and upgrading programme of its premises to ensure a good standard of facilities.</p> <p>IWA operates an inclusive approach to service users of all ages and the wider community to its broad range of facilities.</p>

8. To be safe

<i>Your right in IWA as a service user</i>	<i>What you can expect from IWA</i>	<i>What IWA expects from you</i>	<i>What we do in IWA</i>
<p><i>I have the right to be safe, feel at ease and comfortable within the Association.</i></p>	<p>IWA will provide services and supports in an environment that is safe and free from abuse of any kind.</p> <p>IWA will support me if I am experiencing any difficulty.</p>	<p>Utilise IWA supports to raise any concerns and/or gain support with any difficulties you may be experiencing.</p>	<p>IWA implements policies and procedures to safeguard and protect people in its services from physical, psychological, verbal, financial and sexual abuse.</p> <p>IWA implements standards that ensure appropriate support for individuals affected by abuse of any kind are put in place.</p>



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