



Our Charter of Rights - Organisational



The primary ethos of all EVE services is to provide community-based, recovery-oriented programmes for people who experience mental health difficulties, intellectual difficulties and Asperger's Syndrome. We do this through our network of Clubhouses, HUBs and Vocational Training services in 20 locations across HSE Dublin, Kildare and Wicklow and offer support to approximately 1400 people annually.

EVE's service delivery models are informed by the values and principles espoused in national policies which include A Vision for Change (2006) and New Directions- Personal Support Services for Adults with Disabilities (2012-2016), the HSE Recovery Framework (2017) and the Healthy Ireland Framework 2013-2025. Programmes are underpinned by the core purpose of the Health Service to provide effective, safe, high quality health and personal social services to the population of Ireland and we are committed to advance the work of the HSE in the areas of quality and patient safety and services reform.

The information contained in this Charter of Rights has been extracted from the EVE Strategic Plan 2019 – 2023, Living Well: Working Well, which was wholly co-produced by service users and staff across EVE services in 2018. This process involved an independently facilitated, service wide consultation exercise and reflects our priorities as an organisation for the next five years. It is a key strategic objective for EVE to provide quality values based and person centred services that offer people opportunities to live well and work well in their communities.

Our Corporate and Local Mission Statement:

EVE seeks to provide contexts, which support people become active citizens in their local communities by promoting health, wellbeing, learning and social inclusion in quality person-centred community services (2019-2023 Corporate Strategic Plan, Living Well: Working Well).

Our Corporate & Local Vision Statement:

EVE is a department within the HSE that is committed to the provision of effective, safe, high quality health and personal social services in the community. We will achieve this through the delivery of hope-inspiring, health-promoting services that support people achieve personal wellbeing and live a self-determined life as an active citizen and valued member of their local communities (2019-2023 Corporate Strategic Plan, Living Well: Working Well).

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Our Charter of Rights:

The following Charter, in essence, highlights the rights and responsibilities HSE EVE will uphold. We endeavour to be consistent and transparent in every aspect of our service provision.

Additional information can be obtained from our website – www.eve.ie

HSE EVE are committed to:

- Ensuring our service meets the needs of service users
- Focusing on individuals strengths and not their limitations
- Ensuring that the voice of the service user is central to achieving their personal goals and life plans
- Focusing on a person's unique needs and no longer a disability or a diagnosis
- Actively ensuring services are developed in line with the principles of partnership and co-production
- Providing contexts which create opportunities for meaningful, active citizenship for all
- Working with both service users and staff in crafting quality services that meet their expressed needs
- Supporting people who wish to work, live and learn in their local communities
- Working with individuals to build an effective support network
- Providing accountability to the people who use our services
- Supporting both service users and staff develop the skills necessary to deliver the collective vision of our service
- Supporting personal wellness across all services, this is evidenced in our Healthy Ireland (HI) Plan
- The provision of environments where there is respect for all
- Valuing the personal qualities of our staff and nurture their capacity for hope
- Achieving success in developing cultures of wellness for individuals, our organisations and our local communities
- Developing active professional links with all service providers and stakeholders
- The continued development of materials in response to identified needs
- The continued accessibility of the HSE EVE website

Being an Effective Service Provider means that HSE EVE will:

- Acknowledge all applications with an appropriate response
- Respond professionally to all applications/correspondence/contacts and will not discriminate against any individual on the nine grounds set out in The Equality Act, 2015
- Ensure all applications (before starting service and during time in service) are referred to appropriate services as soon as possible

- Continually review and update their services to ensure effective service delivery
- Treat all individuals with dignity and in a respectful, polite and considerate manner (with a level of confidentiality as per the Dignity at Work Guidelines)
- Treat all information held on file with a level of confidentiality
- Encourage and support each service to promote inclusiveness and partnership with their participants and staff
- Continue to facilitate organisation wide consultation forums
- Comply with all legislative requirements pertaining to service delivery

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

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