



Our Charter of Rights – Service Users



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 is a summary of the rights and responsibilities HSE EVE will uphold. We aim 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 is committed to:

- Ensuring our services meet your personal needs
- Making sure that you can make decisions and choices about what you would like to be involved in
- Focusing on your strengths and not any limitations you feel you may have
- Consulting and working with you to develop and co-produce services that meet your needs
- Informing and involving you in decisions around the planning, design and delivery of services
- Listening to you and making sure information is available to you in an understandable manner
- Providing a safe environment where there is equality, respect and dignity for all
- Developing a culture of wellness within our services as per our Healthy Ireland Action Plan
- Delivering a range of programmes and services that will meet your needs and promote a healthy work-life balance
- Supporting you to become active citizens in your community so you can live well and work well
- Ensuring that any complaints you may have are taken seriously and are dealt with fairly and efficiently
- Adhering to all regulations, legislation and policies that govern the HSE

Service Users have a responsibility to:

- Show respect and consideration to others using the service
- Be open to trying new things, especially if they have been requested
- Respect other people's privacy
- Treat people with dignity and respect, and as you would like to be treated
- Be aware of health and safety factors

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

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