



WORKING TOGETHER

OUR CHARTER

We work together to make sure you benefit from our services

- You have control to shape your own support plan.
- We make sure that you have tools that help you measure and reflect on your progress.
- We discover your interests, skills and experiences and don't just focus on your needs.
- We include people who are important to you in discussions if you want to.

We enable you to use and develop your skills and social networks

- We support you to contribute to the organisation through voluntary or paid opportunities at all levels and in a range of areas, if you want to.
- We give you information about what these opportunities involve and how you will be recognised for the work you put in.
- We support you to explore activities in your community that you are interested in and are important to you.
- We create opportunities to champion mental health and substance misuse problems and challenge stigma together.

We make decisions together

- We discuss your options about your support and work together to create solutions.
- We give you accessible and helpful information about your choices.
- We make sure that opportunities for you to be part of decision-making at your local service and at different levels of the organisation are clear.

We work together to keep improving our services

- We make sure there are opportunities for you to give us feedback.
- We let you know what we are doing in response to any feedback we receive.
- You have opportunities to use your skills, knowledge and experience to help improve the quality of your local service.

We respect each other and our environment

- We listen to each other.
- We try to keep to time when things are planned and we give each other as much notice as possible if we're running late or need to cancel.
- We work together to provide a safe environment and report any concerns about our facilities.



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