

Contact Hostel

SERVICE USER CHARTER

Young women who are accommodated and supported at Contact can expect:

- To be treated equally irrespective of culture and religion.
- To be given respect for privacy, dignity and confidentiality.
- To have an assessment of their needs.
- An individual support plan, which is regularly reviewed with you.
- A regular planned review with an appropriate adult of your choice attending.
- Regular support sessions to assist you with your plans for the future.
- Access to information with regard to self-help and advocacy.
- Access to Contacts complaints system.
- To be consulted in life at Contact and how Contact is developed in the future.
- Responsibilities of people who live at Contact.
- To treat staff and other service users with respect.
- Not to be violent, threatening or verbally abusive.
- Not to use discriminating language or behaviours.
- To access the support on offer.
- To attend service user meetings and other consultation meetings.