



Service Users Rights and Responsibilities

Users of NUAA services have rights and responsibilities. NUAA staff and volunteers will make these rights clear to all service users in a way that is accessible and appropriate to context.

Service users have a right to a safe and respectful environment, free from discrimination, intimidation, abuse and harassment. It is the responsibility of all NUAA staff, volunteers and service users to uphold that right by limiting aggressive, sexually disinhibited, disrespectful or culturally insensitive behaviour and language

Service users have a right to use NUAA facilities and equipment, as intended to improve health outcomes. Where necessary, NUAA staff and volunteers will provide guidelines on the appropriate use of NUAA facilities and equipment and apply the guidelines consistently and equally. Service users have a responsibility to ensure the integrity of the service by using facilities and equipment as directed.

Service users have a right to ask questions and receive honest information about NUAAs services and have their personal information treated as confidential in line with NUAAs policy NUAA Service User Policy 2019, For Board Review, Page 4 of 4 and legislation. Service users have a responsibility to ask questions, be accountable for the results of their own decisions, and respect the privacy of other service users.

Service users have a right to give and refuse consent including withdrawing participation at any time without adverse consequences. Where appropriate, NUAA staff and volunteers will make this right clear by using consent forms and information statements and minimise power imbalances when gaining consent. Service users have the responsibility to refuse or withdraw consent to safeguard their own wellbeing.

Service users have a right to participate in consultation regarding NUAAs services, and to have their feedback considered and addressed. NUAA staff and volunteers will encourage participation by making a range of mechanisms available without prejudice. Service users have a responsibility of meaningfully engaging with NUAA and contributing to the development of the organisation.