We respect our service users as a human entity, having their rights and individual characteristics. They have:

- The right to make their own decisions and choices: Respect the right of service users to have the opportunity, as fully as possible, in making decisions and choices about their daily lives and activities.
- The right to learn: Enable service users to take calculated risks and to learn from their experiences.
- The right to say: Listen to service users as they express themselves.
- Equal opportunities in life: No matter what degree of disability, all people must have the same opportunity and be appropriately supported.
- The right to participate in community: Persons with disabilities should not be labelled as segregated out of the mainstream of life. They should be supported and encouraged to participate and be involved in community life.
- The right to privacy, dignity and confidentiality: Each service user’s right to privacy, dignity and confidentiality in all aspects of his or her life must be recognised and respected.
- Own worthwhile value, and be respected: All people have value and must be treated as such.
- Own identity: Service users are all individuals and must have their own identity.
- Own name: Service users should be addressed by their names.
- The right to be treated like everyone else in the community.