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**Staff Charter** – What does it mean to you?

A Staff Charter is a reference document that helps our staff learn more about their purpose and role at work. The basic standards set out by the charter for staff are as listed below.

**ALL staff must read this charter before signing it. A copy will be retained in your file.**

1. **Value and respect individuals** – Be respectful to others (service users, staffs & management) at all time. Never be rude or use abusive language at work. Spend time to listen to the views and concerns of others.
2. **Communication** – English to be spoken at work.
3. **Appearance** – Staff will maintain smart, clean and tidy appearance. ID card must be worn at work at all time.
4. **Care Training/Qualification/DBS -**We need a copy of care trainings, qualifications and DBS on file for staff.
5. **Complaints -**All complaints received from client will be investigated. Staff must inform us immediately if they are having any sort of difficulties at work. We will then address it accordingly.
6. **Embracing Diversity -**Staff must treat service users, staffs, management, any individual in general equally, irrespective of their age, race, gender, sexuality, religion etc

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| STAFF NAME |  |
| SIGNATURE |  |
| DATE |  |