

# WHAT TO EXPECT FROM

- We will treat you as an individual.
- We will listen to you and take your views into account wherever possible.
- We will treat you with fairness.
- We will keep what you tell us confidential unless we are required by law to share the information.
- We will show you respect and value your dignity.
- We will stand up for you and others with similar experiences, to bring about hope, peace and a more just world.
- We will help you regardless of your race, religion, sexuality, cultural background, personal beliefs, or disability.
- We will help you bring out the best in yourself.
- We will give you clear explanations. We will tell you exactly what we are going to do, when we are going to do it, and what we expect from you.
- We will keep our word.
- We will deliver our services on time.
- We will help you be independent, and to develop decision making skills for yourself.
- If we cannot help, we will tell you why and help you find someone who can.
- If we do something wrong, we will try to fix the problem. If we cannot, we will find someone who can help.