





# Our Customer Promise


We will uphold your rights and promise to:


- P**  **rofessional**
- treat you with respect and dignity
  - be courteous, friendly and authentic
  - not make assumptions about you or your ability


- R**  **esponsive**
- deliver great service
  - introduce ourselves and make you feel welcome
  - listen and always get back to you

- O**  **pen**
- be transparent and honest
  - respect your privacy
  - welcome all feedback (good or bad) and act on it

- M**  **eaningful**
- learn about you
  - deliver services that support you to reach your goals
  - support you to achieve independence

- I**  **nclusive**
- promote inclusion and make information accessible
  - support you to make your own choices
  - consult with you to improve our services

- S**  **afe**
- provide a safe environment
  - make your wellbeing a priority
  - comply with the NDIS code of conduct

- E**  **xplore potential**
- focus on your ability and what you can achieve
  - be innovative and open to new opportunities
  - support and encourage learning and growth

## Customer Responsibilities

We ask that you promise to:

- Set goals and do your best to achieve them
- Treat people with respect and courtesy
- Tell someone if you see anything that is unsafe
- Be honest and provide us with feedback about the services you receive