

The Salvation Army **Working Together**



WHAT YOU CAN EXPECT TO EXPERIENCE FROM OUR SERVICE

The Salvation Army's commitment to inclusion

The Salvation Army Australia acknowledges the Traditional Owners of the land on which we meet and work and pay our respect to Elders past, present and future.

We value and include people of all cultures, languages, abilities, sexual orientations, gender identities, gender expressions and intersex status. We are committed to providing programs that are fully inclusive. We are committed to the safety and wellbeing of people of all ages, particularly children.

The Salvation Army's commitment to lived experience

The experiences of people who engage with our services provide us with the best source of information about how the system, individual services and we as an organisation are performing.



Access



- I feel that access is inclusive and embraces diversity
- I am informed about the range of community services available to me both within The Salvation Army and outside of it
- I am supported to safely access other relevant services, including interpreters or other supports

Respect



- I am treated fairly, equally and with dignity
- I am treated as a person deserving of respect, not a case to manage or a box to tick
- I feel I can ask any staff member for assistance
- I don't feel judged for my choices
- Services respect my identity and lived experience

Communication



- I am communicated to clearly and with respect, in a way which meets my needs
- I am communicated to in the way I prefer, for example, in person, by phone, in writing and with the correct use of my pronouns
- I am informed about the service and what it can and cannot provide in a respectful manner
- Any decision about the service I receive is clearly explained to me
- I am provided with a timely response to any feedback, suggestion or complaint I provide

Participation



- I feel I can participate in services that are responsive to my needs and build on my strengths, existing resources and resilience
- I can actively participate in decision-making and planning processes about my future
- I have the opportunity to share lived experience with the service to help shape the way services are provided to myself and others in the future
- I have supports of my choice involved in my journey with the service who can advocate on my behalf

Safety



- I am safe and welcomed when arriving at the service
- I receive a service that is respectful and sensitive to disability, culture, language, , gender identity, gender expression, intersex status, age, sexual orientation and spiritual beliefs
- Physical and emotional safety are a core priority of services
- I know my rights and responsibilities and those of The Salvation Army services
- I know my responsibilities (or what is expected of me) as a participant of The Salvation Army services
- I know my cultural safety is important and my identity is valued by others
- My spirituality is important to me, and I feel the service respects that

Privacy



- I know my privacy is upheld
- I am only asked for relevant personal information that enhances the service I am receiving
- I am asked for my consent (permission) to share my personal and sensitive information, and I know how that information may be used and how it is stored
- I know I can withdraw my consent at any time and that I can choose not to answer personal questions
- My information is kept confidential and not shared with any unauthorised personnel or service unless I have given my permission to do so, or if I put myself or someone else at serious risk of harm/being hurt

Heard



- I have the freedom to say no and freedom to give feedback, and I feel confident that it won't impact my access
- I feel I can tell my story from my perspective and have my lived experience valued
- I feel I can say what I think and feel about the service
- I feel I can ask for what I need and receive a timely response
- If I am not happy with the service, I feel I can raise my concerns and my feedback is taken seriously
- I feel I can request changes or improvements to my support

To help us provide you with the best service possible, we ask that you:

- Keep us up-to-date on what is happening for you, so that we can provide a service that is appropriate for your needs
- Let us know if something changes and you can no longer keep an appointment or a commitment
- Respect the rights of other people you encounter when working with The Salvation Army
- Let us know when something isn't working, so we can fix it and improve our service for you
- Speak up and tell us your identity so we can best meet your needs