



The Salvation Army Working Together



What you can expect to experience from our service



Access

I feel supported to access the services I need



Safety

I feel safe physically, culturally, spiritually and emotionally



Communication

I am communicated with clearly and in a way which meets my needs



Privacy

I am asked for consent and my privacy is respected



Participation

I can actively participate in decision-making and planning processes about my future



Respect

I am treated fairly and with dignity



Heard

I can raise my concerns and my feedback will be taken seriously



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 all 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

