



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 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 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