

# Customer Promise, Customer Charter



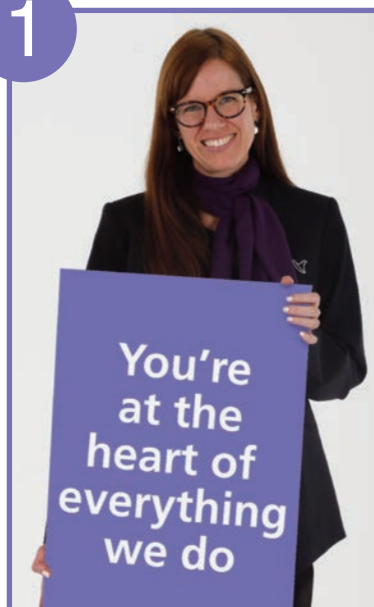
**Actions speak louder than words.**

**Uniting AgeWell's services, staff and way of working all focus on helping you to live well with choice and peace of mind.**

**It's what underpins our promises to you.**

# Living well with choice and peace of mind

1



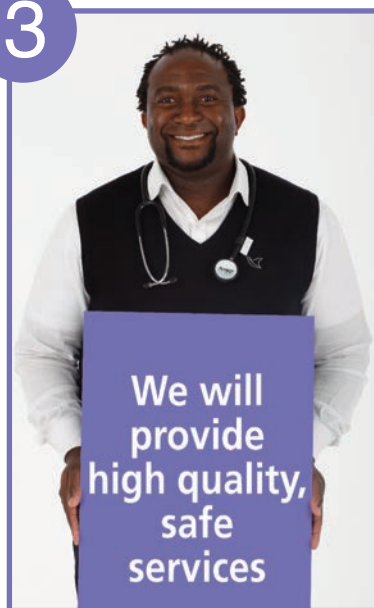
We will always treat you with respect and dignity and ensure you feel valued and supported. You're in control and we're here to provide the services you require to continue living well and doing what's important to you.

2



Your goals and needs are our priority. We will listen, support, advise and work with you to connect you to the right services – now and into the future. We are responsive and flexible, and will be a trusted partner in your care.

3



We never compromise on keeping you safe and giving you the best of care. You can have peace of mind that our services demonstrate best practice, are safe, effective and appropriate. Your wellbeing is always our primary concern.

4



We're here to help you get the most out of life. You can expect prompt, enthusiastic and professional support from our qualified and welcoming staff who share our commitment to care. When we promise to do something, we'll do it.

5



Your voice and ideas are important to us. We're constantly striving to find new and better ways of doing things. We welcome and seek your feedback, listen to your stories and concerns, keep you informed and take action when and where it is needed.

