

# Thank you for choosing our services



## We promise

To give you and the people you care for high-quality service and will:

### Give you the care you need

We will make sure you understand your treatment, options, choices and costs.

### Respect your needs

You can ask us questions at any time and we will respect your culture, religion and abilities.

### Make our services easy to use

You will be made welcome and we will keep you informed about services, treatment and costs so you understand about your care.

You will be involved in all treatment decisions.

### Keep your information private

Your personal information is kept private and confidential.

We will only share your information if your personal safety or the safety of others is at risk.

You can request access to your personal information at any time.

### Keep you safe

Our trained professional staff will work in an environment that is clean, safe and secure.

### Listen to you

You can help us make our services better.

Tell us about the things we do well and also the things we can do better.

Disclaimer: Access to your records maybe a legal requirement or to maintain our Accreditation.