

# **Service Charter**

## We put you at the centre of everything we do

#### Our mission in action:

We provide children and young people who have difficulties learning with the skills, services and family support that will enable them to realise their potential.

### The values that guide our work:

- Empowerment
- Collaboration
- Excellence
- Integrity



### We will serve you by:

- Ensuring your safety and wellbeing
- Listening and being responsive
- Providing choice and control
- Tailoring our services to your needs and preference
- Providing effective professional services
- Partnering with family, carers and others
- Engaging with our community
- Being confidential and respecting your privacy
- Welcoming, valuing and responding to your feedback

### You can help us by:

Sharing your ideas, suggestions and feedback.

