

## Customer Service Charter

### We consult with you

- We will give you the information you need in a way that makes it easy to understand.
- We will make sure the places where we work are accessible for everyone.
- We will make sure you know all about your rights and responsibilities.
- We will explain how our services can help you reach your goals.

### We engage with you

- You will have a dedicated person at Interact who will be your best contact.
- We will pay attention to your individual needs.
- We will pay attention to your cultural needs.
- We will support you to achieve your goals.

### We plan with you

- We will work with you to:
  - » Set goals.
  - » Make a plan for reaching your goals.
- You will make choices and decisions that help you reach your goals.
- We will work with the people you want to help you reach your goals.
- We will work together to find a way to track the progress you make towards reaching your goals.

### We review how things are working for you

- We will make sure we talk to you about how your support services are going.
- What you think is important and we want you to tell us how we can make our services better.
- When things change we will work with you to set new goals.
- We want to give you new and exciting options for the things you want to do in the future.
- We will help you if you want to look at new services.