

## Customer engagement



**We embrace a culture that enables our customers to make choices and have control over what happens in their lives - this includes the right to be involved in decisions about the services we offer.**

The support we provide for each of our customers is based upon their individual needs. We will ensure that we take time to understand those needs and involve you in the decision making.

Our engagement opportunities are provided across a broad spectrum from planning your care, to participating in meetings and auditing our care services.

Each of our services has a menu of engagement opportunities that will be discussed with you as you access our service.

As part of our ongoing commitment to customer satisfaction and service improvement we conduct an annual survey, the results of these surveys are directly used to improve our services and are openly published.

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