

# NORTHSIDE SERVICE GUARANTEE



## OUR VALUES

COURAGE INNOVATION CHOICE INTEGRITY  
COLLABORATION

THE NORTHSIDE TEAM IS COMMITTED TO RESPECTING  
THE RIGHTS OF ALL PEOPLE WHO ENGAGE WITH US.

WE RECOGNIZE YOUR RIGHT TO INCLUSION, RESPECT,  
FAIR TREATMENT, DIGNITY, NON-DISCRIMINATION,  
SAFETY AND FREEDOM.

OUR FUNDAMENTAL COMMITMENT UNDER THIS  
GUARANTEE IS THAT WE PROMOTE YOUR RIGHTS AND  
WORK IN LINE WITH OUR VALUES

## OUR VISION:

A FAIR AND INCLUSIVE COMMUNITY

EXCEPTIONAL  
PEOPLE  
COURAGEOUS  
PRACTICE



# NORTHSIDE SERVICE GUARANTEE

We respect cultural values and will be culturally sensitive in our approach

We will admit when we cannot help and will work with you to find someone who can

We will make every effort to ensure you are safe in our service.

We commit to providing you with information about any changes to our services.

We will respect your right to make decisions about your home, your family & your life.

We will maintain strong working relationships with other service providers you have engaged

We encourage frank and fearless feedback and will involve you in the design of your service.

We will respect the relationships you have with the people who are important to you.

We will explain how our service works and our commitment to you .

"We commit to social justice and to work towards changing things in our society so that everyone has the opportunity to thrive"

Northside Community Services Team