

If you would like help to read or understand this document, please ask us.

At Social Futures, we design and deliver our services to be welcoming, accessible and equitable. We work with you to build strong, positive relationships where you feel respected, valued, heard and empowered.

What you can expect

- **Respectful Communication** – We greet you kindly, listen without judgment, and treat you with dignity and respect.
- **Timely Responses** – We respond within 2 business days, unless we tell you otherwise. We work as quickly as we can to respond to your concerns.
- **Clear Information** – We give clear, easy-to-understand information about our programs and services. You can get this from our team, website, and printed materials in our offices.
- **Professional Support** – We use our training, skills, and care to provide high-quality support that helps you make positive changes in your life.
- **Feedback Welcome** – We welcome your feedback and use it to improve our services and facilities. You can share feedback by survey, online, by email, by letter, or by phone.

Our Values guide your experience

Integrity – we do what is right

Inclusion – everyone matters

Learning – we get better at what we do

Are we getting it right for you?

Share your feedback, concerns, or ideas

✉ quality@socialfutures.org.au ☎ 1800 719 625 🌐 www.socialfutures.org.au

Scan this QR code to take our survey to let us know how satisfied you are with your experience today.



Positive social change, together.