



# WHAT HAVING STANDARDS FEELS LIKE TO ME



## WELCOME

At this service, I feel welcome, comfortable, safe, and listened to.

I am respected by staff and peer workers. I have options and choice over my recovery plan.

## RECOVERY PLANNING



## PARTNERSHIP



If something is not working for me, I am listened to. I am also invited to help improve services for myself and others.

Assessors will ask me about my experience. They will listen, help me feel safe. The feedback I give is kept private and only used for improving services.

## ACCREDITATION



## ASSESSMENT REPORT



The service will get an assessment report on what they are doing well and what they could do better.

The service will keep making improvements to provide better services for me and my loved ones.

## IMPROVEMENT

