

# Client Experience Vision and Principles.

## Vision.

Guide Dogs NSW/ACT empowers people with low vision or blindness to live life their way. Together, we create freedom, independence and choice.

## Principles.

1. We are a trusted partner.
2. We are led by lived experience.
3. We are committed to quality service.
4. We are empowering.
5. We are respectful.
6. We are person-centred.

## The Principles in detail.

### Principle 1: We are a trusted partner.

We are guided by our Clients, their families and support networks to understand their needs, goals and aspirations. We work together to co-design and tailor services to support our Clients to achieve positive outcomes.

### Principle 2: We are led by lived experience.

We listen to our Clients through consultation and co-design. Their voices guide decision-making in all areas of our business, informing our service delivery, social change and advocacy efforts as we strive to create an inclusive and accessible world.

### Principle 3: We are committed to quality service.

Our passionate and professional workforce have the knowledge, skills and tools required to deliver responsive, accessible and inclusive services and supports for Clients. This shared responsibility and commitment is demonstrated through our Service Delivery Practice Standards and our Client Service Standards.

### Principle 4: We are empowering.

We encourage and support Clients to exercise choice and control over their service delivery experiences. We focus on Clients' personal aspirations to support them to achieve meaningful outcomes that matter most to them and live the life they choose.

### Principle 5: We are respectful.

We value, accept and sensitively respond to the rights, attitudes, beliefs, feelings and preferences of Clients. We value Clients' dignity and support the creation of a safe place for them to express themselves and build trust.

### Principle 6: We are person-centred.

Our flexible, individualised and holistic approach acknowledges that each Client has their own preferences, needs and values. We work in collaboration with our Clients, informed by each other's expertise to innovate and create positive change.

# Guide Dogs.