

QAI's promise to the people we help

Respect

We treat everyone equally no matter where you are from, who you are or what you have experienced. We do not judge. We will make sure you feel valued, included and welcome.

Human rights

We will keep your human rights in mind while we help you and will make decisions that are compatible with your human rights.

Safety

We will make our place safe for you. If you are not feeling comfortable, tell us and we will do what we can to fix it.

Inform

We will give you information and advice about your rights, your options and their likely outcomes so you can make informed decisions.

Give you a say

We will always listen to you and support you to make the best decision for you. We will make sure that you have your say and will help you to put your point of view forward. We will not do anything without your consent. We are your advocates.

Help

We are here to help you. We can help you to access services and systems to achieve your goals. We can help you with problems that might be worrying you, or things that are preventing you from living your best life.

Trust

You can trust that we care about your needs and feelings and will support you. We will listen to you. We will always protect your rights and interests. Everything you tell us is confidential. We are a free and independent service.