

We are committed to providing the best care for you or your loved ones every time you need us.

We listen and we take steps to understand what you need when you dial 000. We want you to feel cared for and safe. We want you to know you can ask questions and that you're in the best hands from the moment you're in our care. We're committed to learning from the feedback you provide us about your experiences with our services and people, and to making changes that help improve the way we work and care for you.

What you can expect from us

In our care you can expect to feel:

- ▶ Safe
- ▶ Respected
- ▶ Listened to
- ▶ Reassured
- ▶ Involved
- ▶ Confident that your information will be kept private

How you can assist us

To help us provide Best Care, we ask that you:

- ▶ Treat staff with respect
- ▶ Participate in your care decisions
- ▶ Share information to assist in your care
- ▶ Provide feedback about your experience
- ▶ Become an AV member to avoid ambulance costs



Caring

You were concerned about me



Effective

You gave me great care



Safe

I felt safe with you



Connected

Everyone knew what to do

