



Dignity guarantees within disability support

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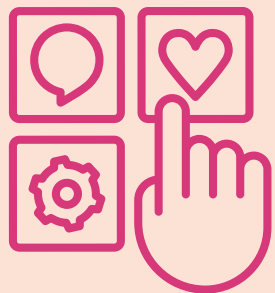
These guarantees clarify what you and your loved ones can expect from the support offered by the Authority for disability support.

Our five dignity guarantees



Treating you well

We will respect you, your privacy and your experiences. We will show consideration and treat you with dignity and humanity. We understand that your situation is unique.



Communication and competence

You must be able to understand us and we will understand you. We are familiar with your disabilities and communication methods and we will provide support for using the aids you need.



Independence and participation

We will support you and enable you to participate and influence your situation. Our starting point is your abilities and we will encourage you to be independent and autonomous.



Security and continuity

You should feel comfortable and safe. Everyone who gives you support will know your needs and how you want to receive support. Support will be continuous and predictable.



Viewpoints and contact

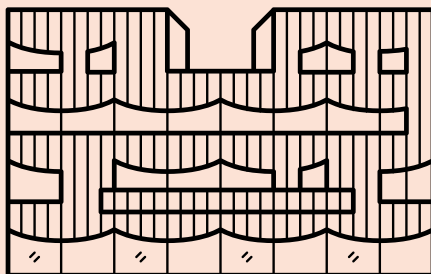
You will know who you can turn to with any questions or viewpoints regarding your support. It must feel easy and safe to contact us. We will listen to your opinions and you will be given a clear answer.

If we do not fulfil our dignity guarantees

We all have the right to a safe home, meaningful employment and feeling valued. If you feel that we have not kept our promises, let us know so that we can improve the support you are given. This means that we can better understand your needs and provide the right support for you to live a good, independent life like everyone else.

You can give your comments in different ways:

- » Talk to us or our manager
- » Submit your viewpoints www.goteborg.se/lamnasynpunkt
- » Send an e-mail to funktionsstod@funktionsstod.goteborg.se
- » Send a letter to Förvaltningen för funktionsstöd, Box 4053, 422 04 Hisings Backa



The illustration depicts the headquarters of the Authority for disability support at Selma Lagerlöfs Center.

The Committee for disability support decided on the dignity guarantees on 15 December 2021.