

✓ **Checklist**

Customer service and aftercare

Key principles

- Create a physically and emotionally safe environment.
- Be honest, transparent, and consistent. Keep promises and maintain confidentiality.
- Offer choices, prioritise each customer's individual circumstances and respect customers' preferences.
- Work collaboratively with a customer and encourage personal decision-making to enable a sense of agency and control. Avoid a power dynamic that could feel controlling.
- Recognise and respect diverse backgrounds, values, and experiences.

Compassionate customer service and communication

- Recognise that customers who have experienced trauma and homelessness may feel threatened or under pressure in certain situations.
- Approach every interaction with empathy, patience, and a non-judgemental attitude.
- Listen actively without interrupting and validate customer concerns.
- Always gain consent before recording personal information, check that details are accurate, and record agreed support needs. Clearly explain the purpose of recording information.

Professional boundaries

- Be compassionate while maintaining professional boundaries.
- Avoid making assumptions about a customer's background, situation or experiences.
- Clearly communicate the limitations of your ability to help while remaining compassionate.
- If a situation is beyond your role, explain why and direct the customer to the appropriate support services.

Providing supportive aftercare

- Ask about a customer's preferred method of contact.
- Follow up when appropriate to ensure the customer's needs have been met.
- Provide clear and accessible information on additional support services if needed.
- Be consistent and reliable in communication to establish trust.

Staff and culture

- Display information in offices to remind staff about trauma informed practices.
- Offer space and time for staff to reflect on challenging situations and implement any changes needed.
- Provide ongoing staff training to enhance trauma informed understanding and practice.
- Promote a workplace culture that prioritises empathy, teamwork, and mutual respect amongst staff and customers alike.