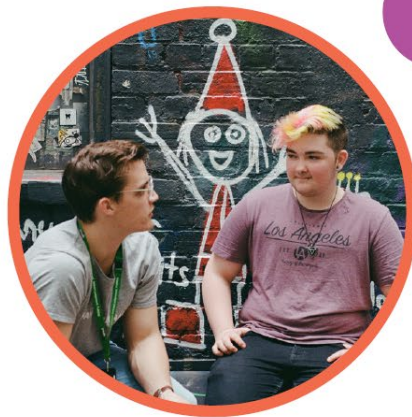


We start with you



Our promise to you



Easy Read

Easy English

This information is written in an easy to read way.

We use pictures to explain some ideas.

Some words are written in **bold**. We explain what these words mean.

You can ask for help to read this document.

A friend, family member or support person may be able to help you.

You may not want to read this whole document at once.

There are 4 main sections.

You may like to read these 1 at a time.

About this guide

This guide lets you know our promise to help you help and support you into work.

We start with you



That means we listen,
We really listen to you.



We want to understand you, your
situation and needs.



We're honest and friendly. We smile.

We respect you



That means we do what we say we'll do.



We won't disclose anything without your consent.

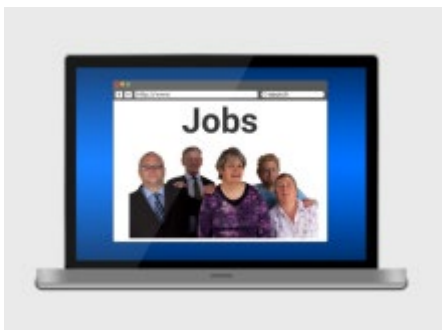


We know your time is important, we won't waste it.

We are on your side



We aim to make looking for work easier and take away the stress.



We're here to find you the best job possible.



We support you in your work, so you stay employed.

We are open



That means you can ask us questions, or for help to fix things.



We want to know what we can improve.



Your voice matters. We show you compassion.



You deserve it.