



## **Client Service Charter**

Midland Information Debt and Legal Advocacy Service (Inc) (MIDLAS) meets diverse needs of all eligible people. MIDLAS promotes individual empowerment by providing confidential information, options, referral, individual advocacy and support to assist clients navigate barriers so they can achieve a better way of life. MIDLAS is non discriminatory and promotes inclusive participation and integration into the community.

### **MIDLAS can help you by:**

- advocating and speaking on your behalf if needed
- providing information to you in a way you can understand
- giving you information and/or referral to another service to address your needs
- giving you access to the following services:
  - Financial Service
  - Tenancy Service
  - Legal Service (primarily for Domestic and Family Violence matters).
  - Disability Service
  - Emergency Relief Service
  - Information Service.
- If you require more information about our services please ask to speak with Information Coordinator.

If you would like assistance to better understand MIDLAS policies and information you can ask for an alternative format to be provided.

## Information and Confidentiality

- When you attend MIDLAS, our staff will begin by asking you questions about yourself and your issue.
- This information is collected for our records and for compliance with our funding bodies.
- The information you give us is kept strictly private and confidential.
- Our staff and volunteers are bound by law and MIDLAS policies. We do not share any information that you give to us unless we are legally obliged to do so or we have your written consent.
- MIDLAS staff may share information internally to help resolve your issue.
- You can have access to view your MIDLAS files.

## You have the right:

- to be treated with dignity, courtesy and respect
- to have your matter dealt with in a prompt and appropriate manner
- to receive information that is accurate and up to date
- to ask questions, make your own decisions and make your own informed choices
- to privacy and confidentiality related to your issue
- to request an interpreter
- to invite a carer/family member (etc) to be present at your interview.
- to have information provided to you in an alternative format.

## You can help us by:

- letting MIDLAS know if you have any particular or special needs
- working with MIDLAS in good faith by giving us accurate, honest and complete information
- bringing all relevant documents, notices, letters and forms
- informing MIDLAS if your situation or contact details have changed
- contacting MIDLAS if you cannot keep an appointment
- treating MIDLAS staff and volunteers with courtesy, respect and consideration
- being patient

- understanding that we may not be able to solve every issue

## **Legal Advice, Information and Advocacy**

- MIDLAS provides information, options, and referral only.
- Advocates will assist you to identify your issue and explore possible outcomes.
- The provision of advocacy and casework is not the same as providing legal advice.
- Only a lawyer is able to provide you with legal **advice**.

## **MIDLAS' Commitment to You:**

MIDLAS will provide you with a professional and accountable service. You can expect MIDLAS to:

- return your phone messages within 24 hours. If a staff member works part time the message will be returned within 24 hours from the time they receive it.
- respond to your correspondence regarding your issue within 14 working days.
- let you know the progress of your case
- be honest and realistic about the level of assistance that can be provided
- let you know if MIDLAS can no longer advocate on your behalf

## **Making a Complaint:**

MIDLAS encourages clients to give us feedback.

MIDLAS staff will request that you complete a feedback form at your interview.

If you would like to make a complaint:

- try to talk to the staff member who is managing your case.
- If you are unable to do this you may speak to another MIDLAS team member
- If you have not been able to resolve your issue you may discuss the matter directly with the Executive Officer.
- If you are still unhappy you are entitled to submit a written complaint to the Management Committee who meets monthly.
- If still unresolved, you may submit a report to the relevant authority/funding body or appropriate dispute resolution agency.

MIDLAS staff will assist you with the process of making a complaint.

*First endorsed: 28/09/2010*

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