

CLIENT SERVICE CHARTER



Our commitment to you

We want to provide you with the highest quality of service that we can. We will listen to and work with you to make sure that you get the help and assistance that is available and right for you.

This document tells you what you can expect from the Midlas staff.

It also tells you what you can do to help us give you the best service we can.

Our service standards

Our service standards describe the level of service excellence we aim to deliver.

These will be measured through regular client surveys and by monitoring the feedback you provide.

What you can expect of us

We will:

- make it easy for you to contact us
- help you to apply for or use our services
- tell you about your rights and responsibilities
- arrange for an interpreter or other language services, if you need this
- do the things we say we will do, like getting back to you when we say we will
- be polite and respect your views, opinions and personal circumstances such as your culture, family situation, age, gender, disability, faith, sexual orientation or gender identity
- protect your personal information and only use it for the right reasons
- tell you if you are not eligible for a service or if there is a waiting list
- provide you with advice on other support that may be available
- give you opportunities to be involved in decisions about the services you access, and support you to have a say
- tell you about any decision that affects you and the reasons for our decision
- tell you how you can ask for our decision to be reviewed or how you can make a complaint.

How you can help us

You can help us provide you with a better service if you or your support person were to:

- give us complete and accurate information
- tell us if your situation or things in your life have changed or might be about to change
- tell us if you have special requirements, such as needing interpreter assistance

- treat our staff with respect and courtesy
- do the things you have agreed to do like keeping appointments with us, or letting us know if you can't attend appointments and provide us with all information we request within the specified timeframe
- nominate a support person to assist you in dealing with us, if you need to
- respect our property and other people using our services
- give us honest feedback about our services.

Complaints handling

Every effort is made to ensure that the matter is completely dealt with within 4 weeks of a complaint being made.

Midland Information Debt and Legal Advocacy Service Inc

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