

Access

Midlas services are physically accessible and welcoming to all people.

Quality Service

Midlas staff and volunteers will treat you with dignity and respect and provide you with a fair and easily accessible feedback process.

Equal Opportunity

Midlas is committed to treating all clients equally and fairly. We provide an environment of empowerment to individuals, carers, families and workers.

Qualified Staff

Midlas ensures that all employees are suitably qualified, skilled, experienced and motivated.

Honesty

Midlas services are open and transparent for all clients.

Clear Communication

Midlas provides you with access to relevant records on request and ensures that you are aware of your rights and responsibilities.

Support Service

Midlas provides the service that clients expect by ensuring that they are actively engaged in the creation of their individualised Action Plan.

Safety

Midlas provides a safe environment for all who engage with us. We will work to protect each other from discrimination and abuse.

Community Partnerships

Midlas ensures that services and lives are made richer by creating sustainable community relationships for individuals, families, and employees.

Complaints/Grievances

Midlas ensures clients feel safe to give feedback and make complaints. Clients have the right to independent advice and support in order to do this. Midlas will never disadvantage any client for speaking up. We record complaints, feedback and concerns separately from case files to ensure this freedom.

Disability Standards

Midlas is committed to upholding the 6 National Standards for Disability Services.