

CLIENT SERVICE CHARTER

PH: (08) 9250 2123; FAX: (08) 9274 4115

Service We Can Provide;

If you require a fact sheet of one of the services listed below, please ask at reception.

- Financial Counselling Service.
- Tenant Advocacy Service.
- Legal Service (primarily for DV matters).
- Disability Advocacy Service
- Emergency Relief Service.

Information and Confidentiality;

- When you attend the Midland Information, Debt & Legal Advocacy Service, our staff will begin by asking you information about yourself and your matter.
- It is necessary for us to collect this information for our records and to ensure we are able to comply with our contractual agreements with funding bodies. However, please note that the information received is **strictly private and confidential**.
- Our staff and volunteers are bound by both law and our own policies and procedures not to divulge any information provided by you without your consent (unless we are legally obliged to do so).

Your Rights;

- To be treated with dignity, courtesy and respect.
- To have your matter dealt with in a prompt and appropriate manner.
- To receive information in a clear and accurate format.
- To ask questions, make your own decisions and make informed choices.
- The right to privacy and confidentiality related to your issue.
- The right to seek an interpreter or have a carer/family member (etc) present at your interview.

How You Can Help Us.

- Be sure to let us know if you have any particular needs.
- Work with us in good faith; give us accurate, honest and complete information so that we are fully aware of your circumstances.
- Bring all relevant documents including notices, letters and forms.
- Let us know if your situation or contact details have changed or if you can't keep an appointment.
- Treat our staff and volunteers with courtesy, respect and consideration
- Be patient and please understand that we have numerous clients.
- Understand that we can't solve every single problem.

How Can We Help You;

MIDLAS is able to help you with a variety of issues related to our current funded services and programs, where you meet our eligibility criteria and other factors relevant to our policy and procedures. We can help with;

- Information and/or referral to an appropriate service relevant to your needs.
- Ongoing advocacy and/or minor assistance with regard to our Tenant Advocacy Service, Financial Counselling Service, Legal Service, Disability Advocacy Program and Emergency Relief Service.
- If you require more information about our service please ask to speak with the relevant staff member.

Legal Advice, Information and Advocacy.

Please note that our service has strict policy and procedures as to what is advice and what is information. Further, the provision of advocacy and casework should not be confused with the provision of legal advice.

- Only a legal practitioner is entitled to provide legal advice.
- Legal information can be sourced and communicated to you by other staff.
- Advocacy involves identifying your issue & the outcome required; then pursuing those goals based on a range of options (if possible and appropriate).
- Speak with the Executive Officer or Solicitor for clarification.

Our Commitment To You:

In order to provide you with a professional and accountable service, we aim to;

- Return any phone messages/enquiries within 24 hours (however note that some staff are part-time, *so note their days if you require a specific worker*).
- Respond to your correspondence or letters regarding your issue, within 14 working days (where a response is required).
- Keep you briefed on the progress of your case.
- Be honest and realistic with regard to the assistance we are able to provide.
- Let you know if we are unable to further advocate on your behalf.

Making a Complaint

If you are unhappy with the service you are receiving and wish to make a complaint;

- First; try and sort the issue out with the person handling your case and try to work the problem out.
- If you are unable to do this, or you are unable to speak with the relevant staff member, you are entitled to speak with the Executive Officer. If possible, it is best to put a complaint in writing.
- If you are still unhappy, you are entitled to put a complaint in writing to the Management Committee (who generally meet once per month).
- If still unresolved, contractual requirements may require a report to relevant authority/funding body or appropriate dispute resolution agency.
- If you require assistance with a complaint, please speak with our Duty Officer (who can also refer you to another agency to assist with any written complaint).