

## Client Service Charter

### Our commitment to you

We are committed to delivering services of a high standard and focused on client outcomes.

We promise to work with you to deliver the best services to you.

We will provide our services without discrimination, regardless of a client's country of birth, language, culture, race, religion, disability, gender or sexuality. We aim to be informative, helpful and efficient, and act with care at all times.

### We will:

- Treat you fairly, politely, and professionally
- Give you timely, honest and clear information
- Listen to your suggestions on how we can do better
- Respond to any complaints you may have
- Look after you with reliable, trained staff
- Keep your personal information confidential and only share with your permission when necessary to provide you with a service
- Arrange an interpreter if you need one
- Follow all Australian laws.

### How you can help us

We can help you better if you:

- Tell us what you need and how we can work together
- Give us information about your circumstances
- Let us know if you need an interpreter
- Let us know if you cannot come to an appointment
- Treat our staff politely and with respect. Aggressive behaviour will not be accepted.

### If you are unhappy with our service or would like to suggest a change

- Talk to your case manager, or
- If you want to talk about the problem with someone else, or make a complaint, call 07 3337 5400 or write to us at 28 Dibley Street, Woolloongabba, QLD 4102 or go online to our [website](http://www.multiculturalaustralia.org.au).
- We will respond to all complaints.