



Client Charter

Our Services

MRCLC is a free and independent legal service primarily for people who live in the Mackay, Whitsunday and Isaac Regional Council areas or satisfy other eligibility criteria.

Service Standards

MRCLC is committed to providing a quality service to all clients and will adhere to the following standards:

- Explain our services and how you can use them
- Be courteous and approachable
- Actively listen to you, treat you as an individual and try to meet any special needs by:
 - Using an interpreter when appropriate – this can be arranged at no cost to you
 - Ensuring our service delivery is sensitive and culturally appropriate to people from non-English speaking and Aboriginal and Torres Strait Islander backgrounds
 - Enquiring about domestic violence where applicable and ensuring your safety is a priority
- Use language you understand
- Ensure your confidentiality
- Provide accurate and appropriate information and advice
- Discuss your legal problem and help you understand available options

Expectation of Clients

- Let us know if you have any particular needs
- Give us complete, honest and accurate information
- Bring relevant documents and written information with you
- Let us know if you need to cancel an appointment
- Let us know if you change your address or phone number
- Treat staff and volunteers with courtesy, respect and consideration

WHAT A LAWYER CAN DO FOR YOU

Inform you what the law says in a way that you understand.

Give you choices about what you can do.

Inform you about other services.

Keep you up to date with what is happening with your matter.

WHAT A LAWYER CAN'T DO FOR YOU

Spend all their time on your problem.

Do everything right away.

Always say for sure what will happen.

Always be available for your phone calls.

Offer financial or taxation advice.



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Access and Equity Statement

MRCLC is committed to maximising access to the organisation's services for everyone within the agreed target client group, and to ensuring equity of access across eligible service users. MRCLC will endeavour to optimise access for people to its services and activities. MRCLC aims to create a positive and non-prejudicial environment and atmosphere in all our contacts and activities. We recognise that an access and equity strategy is an ongoing commitment that requires continual evaluation and review.

Privacy and Confidentiality Statement

When you attend MRCLC, our staff will begin by asking you for information about yourself and your matter. It is necessary to collect this information for our own records, and because our funders require some of the information. No identifying information is ever provided to the funders. All information collected is strictly confidential. Staff and volunteers are bound both by law and our own policies and procedures not to disclose any information provided by you without your permission, unless required by law or to our insurer. MRCLC is committed to supporting the National Privacy Principles and our procedures relating to personal information are designed to ensure that you are fully protected under Australian privacy laws. Our privacy policy covers our treatment of personally identifiable information that we collect when you are on our site, and when you use our services.

Client Feedback & Complaints Process

Feedback may be provided by individual clients and stakeholders on their own initiative or in response to requests from the MRCLC. Individual clients and stakeholders may provide feedback by taking part in MRCLC's Client Satisfaction Survey, completing a Client Evaluation Form (can be provided upon request and on our website) or making a complaint to the Centre.

MRCLC is committed to ensuring that any person or organisation using MRCLC's services or affected by its operations has the right to lodge a complaint, appeal a decision of the organisation and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

A person wishing to make a complaint should do so in the following order:

1. To the staff member or migration agent concerned.
2. To the Manager and Principal Solicitor. If not satisfied with this discussion, a written complaint should be directed to the Manager and Principal Solicitor.
3. A written complaint to the President of the Management Committee
4. If not satisfied with the outcome from all of the above, then you may wish to make an application to:
 - For solicitors – the Legal Services Commission. Phone No. 1300 655 754 or call 131 450 if you require an interpreter. Further information can be found at their website: www.lsc.qld.gov.au.
 - For migration agents – The Office of the Migration Agents Registration Authority on 1300 226 272. You can also visit their website at www.mara.gov.au.

Written complaints may be posted, hand delivered or emailed to the Centre. Complaints must be made in writing unless the complainant is unable to read or write, then a verbal complaint may be accepted. A hard copy of this Client Charter can be provided to you upon request and is available on our website. Further information about making a complaint or appealing a decision can be provided upon request.