



## **MRC Tas – Client Service Charter**

MRC Tas aims to give you a high quality, responsive service. This charter sets out your rights and how you will be treated when you receive a service or support from us. It also outlines what you can do to help us provide you with a service that best meets your needs and helps get you the outcomes you are looking for.

### **What you can expect from MRC Tas**

We will:

- make it easy for you to contact us
- arrange for an interpreter or other language services, if you need this
- support you to make decisions that are right for you and give you the chance to be involved in decisions about the services we provide to you
- provide you with a quality, reliable service to meet your individual needs
- keep you informed about your rights and responsibilities and any changes to the services you get
- be polite and respect your views, opinions and personal circumstances such as your culture, age, gender, disability, faith, sexual orientation or gender identity
- keep your personal information safe and if there are reasons why we might have to tell someone something about you, we will talk with you about this
- provide you with advice on other supports that may be helpful to you
- tell you about any decision that affects you and the reasons for our decision
- tell you how to provide us with feedback or make a complaint

### **How you can help us**

You can help us provide the best service for you by:

- telling us about what you need or ways we can work better together
- treating our staff and other clients with respect and kindness
- giving us the right information about you and the reason for wanting a service
- nominating a person to support and help you work with us, where you need to
- telling us if things change for you or you cannot make it to an appointment
- telling us what you think of our service and how to improve it

For more information about MRC Tas please go to our website at <https://mrctas.org.au/>