



Legal and Social
Justice Services

Client Service Charter

Please let our friendly staff know if you require an interpreter.



TASC Legal and Social Justice Services is committed to delivering a high standard of service to our clients regardless of age, gender, sexuality, race, creed, language, ethnic or cultural background, religion, disability or socio-economic disadvantage.

This Client Service Charter outlines the standard of service delivery you can expect when seeking assistance from TASC.

What you can expect from TASC

- Subject to eligibility, our service is available to everyone and should be free from any form of discrimination. We treat you and any support person, with respect and dignity at all times.
- Our staff are aware of the cultural diversity of our communities and will provide services in a fair and equitable way.
- We constantly seek your feedback on our service delivery so we can tailor our support to best suit your needs and build upon your strengths.
- We will give you information you need about the service to help you understand what we do and to assist you to make decisions that affect you.
- We respect your privacy and the confidentiality of your information. We will not give your information to any other parties without your consent unless required to do so by law, as specified in our Privacy Policy. Please see our 'About Your Privacy' brochure for more information.
- Our staff are highly qualified and recruited based on their skills, knowledge and experience in their respective field. They are supported by the organisation to constantly update and refresh their skills in order to maintain a high level of service delivery to you and to effectively undertake their roles.
- We will provide our services in a manner that protects the safety and wellbeing of those accessing them.
- Our organisational vision, mission and values guide our provision of service to you and we constantly measure how successful we are being in meeting our funding obligations. Your feedback and other data that we collect informs our evaluations.
- Our organisation provides effective and efficient governance and management of all of our funded programs so that you can be assured of receiving the highest quality service possible.
- We provide opportunities to make a complaint about our service or our staff if you have not received the level of service you expected. Please see our *Feedback and Complaints* brochure for more information.

 Phone
07 4616 9700

 Website
www.tascnational.org.au

 Email
reception@tascnational.org.au

 Follow us on Facebook:
facebook.com/tascnational

TASC acknowledges the Traditional Custodians throughout Australia and their continuing connection to land, sea and community. We pay respects to all First Nation's peoples and to their elders past and present.

We value and are committed to diversity and inclusion for all 

Promoting social change through action



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Your Rights & Responsibilities

As a client, you have a right to:

- Be treated in a respectful, courteous and professional manner that respects and appreciates differences relating to race, ethnicity, gender, sexual orientation, age, disability and socio-economic status.
- Receive appropriate, thorough and well-researched advice and/or referrals to other agencies.
- Your solicitor/advocate/social worker acting in your best interests;
- Have the complete attention of your solicitor/advocate / social worker and avoid interruptions during a session.
- Be provided with a safe environment to conduct your interview in.
- If concerned about the standard of service you receive, you can make a complaint and expect that it will be investigated in a timely manner.
- To be kept informed of the current status of your matter; and
- Access interpreter if required.

How you can assist us

- Let us know if you have any particular problems or needs.
- Bring relevant documentation and written information with you;
- Let us know if you change your address or contact number.

Your Confidentiality

There are situations in which parts, or all, of our commitment to you around maintaining your privacy and confidentiality may not be able to be followed. They are:

- When we are asked to help a person do things that will break the law.
- When we have serious concerns about the person's safety.
- When we have serious concerns about the safety of others in the community by direct actions by the person.
- When there is a requirement placed upon us to give evidence under oath in accordance with legal requirements.

What we expect from you

We expect all people using our service to:

- Be honest and open with staff so that they can assist you in the best possible way; and
- Treat staff and volunteers with courtesy, respect and consideration.
- Attend scheduled appointments. If you can't attend your appointment, call us on 07 4616 9700.

Feedback and Complaints

1. Visit www.tasnational.org.au to fill out a client survey.
2. Put your feedback in writing and send it to The Chief Executive Officer or the Chairperson of the Board of Directors via post or email.
3. Talk to the appropriate staff member or their supervisor via phone or in person.

Read more on how to give feedback or make a complaint in our Feedback and Complaints brochure.

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