QUEANBEYAN MULTILINGUAL CENTRE
Assisting Migrants and Refugees

CLIENT SERVICE CHARTER

Queanbeyan Multilingual Centre Inc is the governing body for multicultural centres in Queanbeyan, Canberra, Goulburn and Cooma.

This charter sets out how people should treat each other when accessing any multicultural centre managed by Queanbeyan Multilingual Centre Inc and how we can work together to achieve the best possible results for you. We want the people we work with to be safe and feel safe and we have zero tolerance for abuse of any kind

Queanbeyan Multilingual Centre is committed to providing the best possible services, including respecting your right to the following:

Respect

- Be treated with respect at all times
- We respect your culture and values and the decisions you make
- We will be honest, transparent, culturally safe and sensitive

Treated Fairly and without Discrimination

- We provide services and programs to people no matter where they were born, which language they speak, their cultural background, religion, sexual preference or gender.

Access to Services and Programs

- Information on services and programs in ways you can understand so you can make the decision that is right for you
- The right to an interpreter when needed
- The right to refuse to engage or participate in a service or program

Safe and Free from Harm

- We will take all reasonable steps to make sure you are safe at all times.
- We take care to ensure the safety

Privacy and Confidentiality

- We will maintain your privacy and confidentiality at all times as per the Privacy Act 1988
- We will not share your personal information with other people or agencies without your consent unless required by law to do so.

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Feedback

We value your feedback on how we can improve services and programs delivered by Queanbeyan Multilingual Centre.

If you are unhappy with the service that you have been offered then we would like your feedback. We would also like to hear from you if you have had a good experience at any of our centres.

To provide feedback you can:

- Talk directly with the staff member you are already connected with
- Ask to speak to the QMLC Director
- Email us at info@qmlc.org.au
- Write to Queanbeyan Multilingual Centre – PO Box 520 Queanbeyan NSW 2620
- Contact us through our websites: www.qmlc.org.au