

Basic Rights Queensland Client Charter

Basic Rights Queensland Inc ("BRQ") is committed to providing high quality service to all customers, as outlined in this BRQ Client Charter.

Our Vision

Basic Rights for a just society

Our Purpose

- Providing high quality, free, independent advice, legal services and community education
- Upholding rights to social security entitlements and freedom from discrimination
- Advocating fair and just outcomes for vulnerable people

Our Values

Fairness:	We act with integrity, ensuring our resources are targeted equitably while prioritising the most vulnerable.
Access:	We are committed to enabling access to justice through innovative service provision and making the complex comprehensible.
Inclusion:	We are non-judgemental and we embrace diversity.
Transparency:	We are clearly accountable for our actions so as to maintain trust with our clients, the wider community, and funders.
Respect:	We respond to all who need our assistance with compassion and understanding, maintaining a non-judgemental perspective.
Responsiveness:	We provide our clients with an objective assessment of their situation while also being empathic to the difficulties of their situation and the challenges of dealing with it.
Expertise:	Through continually developing our in-depth knowledge of complex areas of law, we provide expert, evidence-based advice to our clients.

What we do

Our centre's committed staff, volunteers and students provide specialist services in matters relating to Social Security and Disability Discrimination.

Advice is provided initially by telephone and is often followed up with printed material. Casework services are prioritised towards vulnerable people. As our resources are limited we have to restrict the casework and representation that we undertake. We have Casework Guidelines to direct us. Please ask if you would like to see them.

Where an issue has an impact on the broader community we may:

- Develop and conduct Community Education activities; and/or
- Participate in law reform projects where we advocate on behalf of the community.

How to get help

You can call us from anywhere in Queensland on 07 3847 5532 or 1800 358 511 (Freecall). Our Telephone Advice Service runs Monday to Friday, between 9.30am and 4.00pm.

Our friendly volunteer First Contact Officers will take you through a brief intake process and then make a telephone appointment for you with one of our Telephone Advice Workers.

Our service standards

We are committed to providing a quality service to all clients and we adhere to the following standards:

- We will answer your phone call as promptly as we are able and treat you with courtesy and respect.
- We will introduce ourselves and identify our role within the service.
- We will respond to your needs in a professional, flexible and empowering manner, explaining our services and how you can use them.
- We will actively listen to you, treat you as an individual and try to meet your special needs by:
 - » Using an interpreter when appropriate
 - » Ensuring our service delivery is sensitive and culturally appropriate for clients from non-english speaking and aboriginal and torres strait islander backgrounds
 - » Enquiring about domestic violence where applicable and ensuring your safety is a priority
 - » Using language you can understand.
- We will ensure any information that you provide to us is treated carefully and confidentially. It will not be given to anyone else without your consent, unless we are legally required to do this. However in certain circumstances we may be required to release your information without your consent.
- We will provide accurate and appropriate information and advice.
- We will discuss your legal problem with you and help you to understand your options
- If you lodge a complaint we will respond to it quickly and appropriately and report back to you if you wish.

What is expected of you?

When using our service, we expect you to:

- Treat our staff with respect and courtesy at all times
- Not swear at, abuse or threaten our staff.

When seeking a service from BRQ we ask that you:

- Provide us with all the relevant information about your issue
- Provide us with documents related to your issue when requested
- Follow our advice if/when given
- Tell us how you want us to stay in contact with you, should further contact be required.

If we open a casework file for you we also ask that you:

- Contact us if anything relating to your issue changes
- Tell us if you change your phone number or address
- Keep appointment times
- Sign an Authority to Act
- Sign a "Costs Agreement" where applicable.

Cultural Sensitivity

We respect people from all cultures, backgrounds and religions and strive to deliver culturally sensitive services. We believe in the right of all people to have access to social security entitlements and to be free from discrimination. We believe in advocating for fair and just outcomes for vulnerable people

If we do not have anyone available who speaks your first language we have access to translating / interpreter services so we can still offer our high level of service.

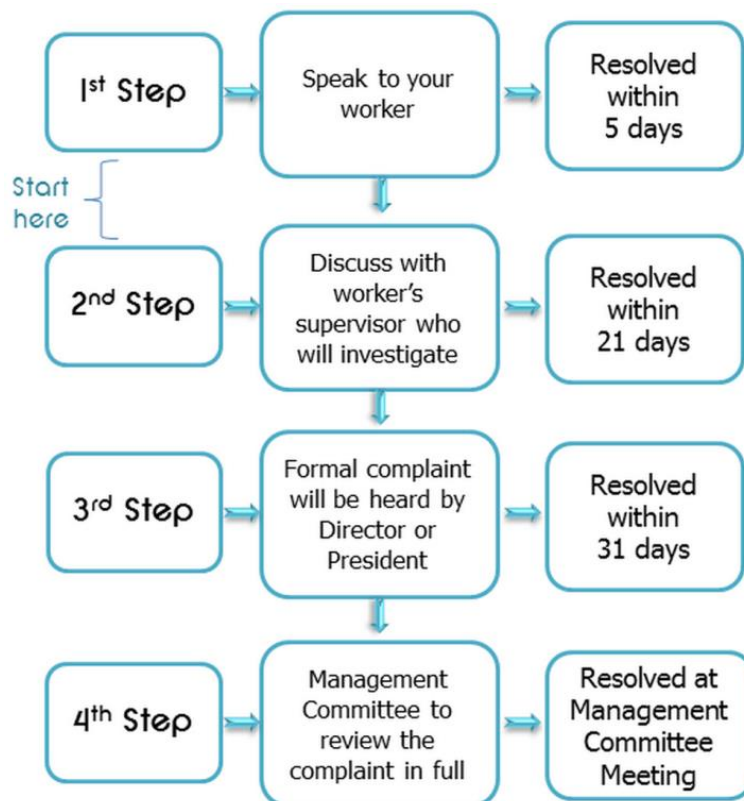
Feedback and Complaints

In circumstances where client demand is increasing, we are obliged to limit provision of our more intensive services to the most vulnerable people who are unable to advocate for themselves.

We acknowledge that unfortunately this means some clients, who believe they should receive services in addition to advice, may be disappointed.

Any concerns about a service provided by BRQ should first be raised with the staff member involved. If there are still issues requiring clarification after talking to the staff member, discuss the issue with the staff member's supervisor. Unresolved concerns or complaints can be addressed to the Director of BRQ and emailed to **brq@brq.org.au** or posted to **PO Box 293, Fortitude Valley QLD 4006**.

Our complaints process is as below:



BRQ takes client feedback and complaints seriously. We use a fair and uniform approach to ensure issues are dealt with in a consistent and timely manner. We will keep you informed of the progress and outcome of any investigation or changes made as a result of your feedback.

If still dissatisfied, complaints may be directed to:

Human Rights & Equal Opportunity Commission

PH: 1300 656 419

TTY: 1800 620 241

Email: infoservice@humanrights.gov.au

Legal Services Commission

PH: 1300 655 754 or 07 3406 7737

Email: lsc@lsc.qld.gov.au

Anti-Discrimination Commission

PH: 1300 130 670

TTY: 1300 130 680

General Email: info@adcq.qld.gov.au

Complaints Email: enquiries@adcq.qld.gov.au

Your feedback is important to us, so we ensure a senior staff member investigates all issues thoroughly. A Client Satisfaction Survey is conducted annually and the results are incorporated into our process of continuing improvement.

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Australian Government

Attorney-General's Department

