



Client Service Charter

“Working with our community”

Our quality service commitment to our clients:

- ◆ Express your concerns and tell us what you think
- ◆ An explanation of the reasons for our decisions
- ◆ A review of a decision if you unhappy with the outcome
- ◆ Access to your own personal information upon written request

Help us to help you by:

- ◆ Giving us accurate and complete information
- ◆ Letting us know if your situation changes
- ◆ Keep your appointments or let us know if you can't make it
- ◆ Telling us if you do not understand any information
- ◆ Letting us know if you need an interpreter or advocate
- ◆ Telling us how we can improve our services

As a client of MICDA Inc., your rights include:

- ◆ Clear information about the services we deliver
- ◆ Courteous, reliable and punctual service
- ◆ Your information kept confidential
- ◆ Fair and honest treatment
- ◆ Having a say about the service you receive
- ◆ Information about other local services
- ◆ The right to make a formal complaint and receive an answer
- ◆ Non-discriminatory access to services
- ◆ You have the right to refuse any service

Your responsibilities include:

- ◆ Letting us know in advance if you cannot be home at the time arranged
- ◆ Report tenancy and maintenance issues promptly
- ◆ Pay for services / rent promptly
- ◆ Treat staff and contractors with dignity, courtesy and respect

Help us to help you by:

- ◆ We welcome all feedback, please contact MICDA Inc. at the details below
- ◆ Formal complaints should be made in writing to the address listed below
- ◆ Alternatively, you can provide feedback using our on-line feedback form at: <http://www.micda.org.au/contact-us>

Contact details:

Old Court House, Isa Street, Mount Isa Qld 4825

Postal address:

P.O. Box 345, Mount Isa Qld 4825

Phone: (07) 4743 9165

Fax: (07) 4743 2241

Email: admin@micda.org.au

Opening hours: Monday to Friday 8.30am to 2.00pm