



Client Service Charter

Our Vision

We will work together to provide a professional, confidential and culturally sensitive service in reuniting Aboriginal and Torres Strait Islander people who have endured enforced separation from their families and support them on their journey home.

Our Commitment to our Clients

In working with our Aboriginal and Torres Strait Islander clients, communities and their families we shall:

- Take a holistic approach in assessing our client's including family reunion goals and social, emotional, cultural and spiritual needs.
- Maintain regular contact with our clients throughout the Link-Up journey in a way that suits both parties.
- Empower our clients to have a say in the Link-Up journey at all stages.
- Maintain confidentiality of your information and explains limits to this.
- Undertake the Link-Up journey in true partnership with each having clear roles and responsibilities and be clear about the outcome we are working toward
- Honour that every client has unique and individual circumstances.
- Respect the cultural protocols of the people and communities we work with.
- Value and respect community elders and leader's role in the Link-Up journey.
- Maintain quality case notes and keep client information private.
- Work respectfully with non-Indigenous members and stakeholders and those from different cultural backgrounds.
- Listen and learn from clients and aim to continually improve our services.
- Provide on occasion, non-identifying information to relevant funding agencies for the purpose of ensuring that service users are provided with a quality service.
- Take any complaints seriously and investigate any misconduct.
- Advise clients of their right to lodge a complaint with the relevant funding body or a Complaints Agency if they are not satisfied with the organisation's course of action.

Your Right to Raise Concerns

If our service does not meet your expectations or you have a problem with our organisation, we would like to hear about it. Link-Up (Qld) takes all concerns and/or suggestions seriously in improving our service. Please raise your concerns with the person concerned or feel free to contact the **CEO Patricia Thompson** who will investigate this matter in a professional and confidential manner.

Contact details are: pthompson@link-upqld.org.au or 07 3638 0411 or 1800 200 855.