

Funds in Court Client Charter



Introduction

Funds in Court is an office of the Supreme Court of Victoria. We manage money that has been awarded by courts or other authorities to people with a legal disability, including children.

This Client Charter was developed by talking with clients, our Funds in Court team, and other experts. It explains what you can expect from Funds in Court and what we ask of you.

What you can expect from us

We are committed to delivering high quality services that are respectful, safe and responsive. At Funds in Court, you have the right to expect the following.

Our approach

We will treat you with:

- courtesy, dignity and humanity
- respect, regardless of your views, age, race, colour, culture, religion, gender, sexual preference, family situation, personal background and/or disability
- honesty and integrity
- open-mindedness and fairness
- sensitivity and compassion.

Our communication

Our communication will be:

- clear and consistent
- open and transparent
- accurate and timely
- easy to find and access
- adapted to suit your needs.

Listening to you

We are committed to:

- seeking your views about the use of your funds in Court
- helping you to “have your say” about decisions that affect you
- supporting the use of advocates, when required
- seeking your views, feedback and suggestions about our services
- putting your goals and preferences at the centre of our service to you.

How we work and respond to you

We are committed to:

- offering you a professional service that is aligned with relevant disability laws and standards
- helping you to access our services by providing you with relevant information
- responding to incoming communication within reasonable timeframes
- simplifying our processes where we can
- making sure that we have the skills and training to do our jobs well.

Funds in Court acknowledges and pays respect to the Traditional Owners and Custodians of the land from which it provides services to clients, including the peoples of the Eastern Kulin Nation who are the Traditional Owners of the land on which Funds in Court's office is located.

Safe services

We are committed to:

- providing services that are free from abuse, harm, violence, exploitation, discrimination, harassment and neglect
- providing culturally safe and inclusive services for our diverse range of clients
- protecting your information and only using it for the right reasons
- managing your funds responsibly.

Working with your supports

While we only manage your funds in Court, we will try to:

- work with your personal and professional supports, if required
- play our part with your supports to help you build on your strengths, reach your goals, and participate in society
- help you access other professional support services, if requested.

Concerns

We welcome all feedback, complaints and appeals. You can tell us about any concerns you have by phone, email, letter, via our website or in person.

We are committed to:

- making sure you can tell us about your concerns without fear of negative consequences
- responding to complaints within timeframes that are set by Standards Australia
- acknowledging mistakes and taking action to make things right
- providing you with information on how to take a complaint further if you are not satisfied.

What we ask you to do

You can help us provide you with high quality services by:

Your communication

- providing accurate information about your circumstances
- updating your contact details when changes occur
- letting us know if you need help with communication
- asking us questions if you do not understand something.

Your views

- giving us feedback on the things we do well and the things you have concerns about
- making suggestions about how we could improve how we work
- completing our satisfaction surveys.

Safety

- treating us, other clients and visitors with courtesy and respect at all times
- letting us know about any safety issues that may affect us during visits.

By working together in this way, we aim to give you the best possible service. This does not mean that we will never make mistakes. But it does mean that we are committed to following these principles as we work with you.