



Service Expectations

The Migrant Workers Centre Inc assists workers on temporary visas or from a migrant background with workplace issues.

What we can help with

- We can provide information on your rights at work and how to enforce them.
- We can help inform you in a general way about your options when you have a problem related to your work.
- We can help you communicate with your employer and other people involved in the issue, to see if it can be resolved.
- We can help you raise issues with the Fair Work Ombudsman, human rights commissions and other government organisations.
- We can help you to join and participate in a union if you would like to do so.
- We can direct you or refer you to other organisations for further assistance, including if you need a lawyer's advice, representation in court, or assistance with a WorkCover dispute.

You may need the help of another organisation if your question or issue doesn't fall within the above, e.g., advice about your visa.

What you can expect while we assist you

- The assistance we provide is free.
- Your personal information and your circumstances always remain private and confidential. Data we collect, strictly in an anonymised form, is sometimes used and shared with our partners for the purpose of research, advocacy, and organising migrant workers. We do not ever sell data.
- Where possible, we will assign staff or volunteers who speak your language to be your point of contact with us. If interpreters are needed, we will provide them.

- Sometimes, we need time to answer your question or to look into the documents and evidence you have given us. We will get back in touch with you as soon as we have answers and information for you. However, we do assign priority to workers based on factors such as meeting legal deadlines.
- We may help inform you of your options to resolve your issue, but it is your right to decide on what action you would like to take. We never take steps on your behalf without your authority.
- While we are assisting you, you can continue to communicate with us via email, or by phone or text message directly with the staff member or volunteer assigned to you. To the extent possible, we will respond to appointment requests within the next 2 business days on which the assigned staff member is working.
- If we refer you to another organisation for further assistance, we will follow up with you at least twice to check whether they have been in contact with you.
- While we always do our best to help you resolve your issue, we can't promise outcomes, and there are times when we have attempted everything within the scope of the points listed above under 'What we can help with'. We will be honest with you about this limitation and give you reasonable notice if we need to cease our assistance.

What you can do to get the best out of our assistance

- If you provide as much information, documents and evidence as possible, as early as possible, this helps us accurately answer your questions and provide information to you about your options. We only ask you the questions we need answered in order to provide you support.
- Check your email and phone as we will use these to provide updates or request more information.
- If you're unsure or confused about the information we provide you, please let us know so that we can further clarify. If you would like to seek information from other organisations, you are always welcome to do so.