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Underground & Rail Elephant & Castle,
Oval Denmark Hill, Queen's Road
(Peckham) & Peckham Rye

Charity Registration No. 1078005

Last updated: September 2009

Membership & Partnerships: Advice^{UK},
Joint Council for Welfare Immigrants (JCWI),
Child Poverty Action Group (CPAG),
Southwark Refugee Communities Forum
(SRCF), Chinese Community In Britain
Forum, Southwark Advice Forum, Southwark
Community Legal Services Partnership,
Southwark Integrated Advice Network,
Community Action in Southwark,
BMER Advice Network.

Subscriptions: Refugee Council, Adviser –
Citizens Advice, Advisory Centre for
Education (ACE), London Advice Services
Alliance Advice & Information Management
Systems (AIMS), Resource Information
Service, UK Advice Finder, Lisson Grove
Benefits Program.

Accreditation: Community Legal Services
(LSC), Office of the Immigration Services
Commissioner (OISC), Advice^{UK} Group Debt
Counselling Service.

we speak your language.

Multi-Lingual Community Rights Shop provides free, independent and confidential advice and information services to people from black and ethnic minority, asylum seekers, refugee and migrant communities whose first language is not English.

BI-LINGUAL ADVICE & INFORMATION SERVICES

Bi-lingual advice and information sessions are held in the appropriate ethnic community languages of service users. Services include provision of information and advice on aspects of social welfare law; provision of diagnostic interviews and follow-up casework and general level representation on behalf of service users; working to empower service users to improve their ability to access wider service provision; provision of information and advice materials in different ethnic minority languages.

SERVICE DELIVERY METHODS

Multi-Lingual Community Rights Shop use the following methods of service delivery to ensure access to services:

Drop-in sessions, Appointment sessions, Telephone advice line, Outreach services, Referrals to and from other agencies, Home visits (where appropriate) Letter writing/form filling on behalf of service users, Provision of 'self-help' information leaflets in different ethnic languages, dealing and responding to postal enquiries.

BACKGROUND

Multi-Lingual Community Rights Shop was established in October 1994. This exciting new advice and information service model was developed as a result of collaborative work between various ethnic minority projects with the support of Advice^{UK} (formerly Federation of Independent Advice Centres).

SERVICE DELIVERY CRITERIA AREAS OF BI-LINGUAL ADVICE & INFORMATION SERVICES

The service provided by Multi-Lingual Community Rights Shop is primarily General Help Level and casework level, ranging from diagnostic interviews, casework, advocacy and referrals to specialist agencies. Multi-Lingual

Community Rights Shop provides advice service at General Help Level to all users requesting advice in order to determine the need for advice and where appropriate users will be signposted directly to relevant agencies. Multi-Lingual Community Rights Shop provides generalist information, advice and casework support in the areas of Welfare Benefits, Housing & Homelessness, Community Care & Health, Disability Rights, Education, Family & Relationships, Employment, Debt, Consumer. Service users requesting advice in the area of Immigration & Nationality & Asylum will be signposted or referred to appropriate specialist immigration advice service providers.

SIGNPOSTING & REFERRALS

If we are unable to help you in our centre, we will ensure that that you are signposted or referred to a non-profit making organisation or agency to enable you to receive a quality service.

VOLUNTARY ASSISTANCE

Through advanced booking, we may arrange one of our volunteers to help you in your own ethnic language. Please call, write or drop-in to find out how we can assist you in your own language.

ACCESSIBILITY

Our centre is fully suitable for disabled access. Information is available in different ethnic languages.

EQUAL OPPORTUNITIES

Multi-Lingual Community Rights Shop aims to ensure that it reflects and meets the needs of the communities it intends to serve and able to provide a focal point of information delivery for people whose first language is not English. Equal opportunities will be incorporated into all areas of work.

Multi-Lingual Community Rights Shop recognises that people from black and ethnic minority, asylum seekers, refugee and migrant communities in society are discriminated against because of their race, gender, ethnic or national origin, physical, sensory or mental disability, marital status, age, social class, religious belief, sexual orientation and if they are HIV positive.

RIGHT TO ACCESS FREE, INDEPENDENT, CONFIDENTIAL & QUALITY ADVICE

Multi-Lingual Community Rights Shop undertakes to provide and deliver quality services to all our service users in order to improve their quality of life. The multi-lingual advice & information services are free, independent & confidential and in the appropriate language of service users. We offer a confidential service. Nothing you say to us will be shared with any other organisation or individual without your permission.