

## YOUR RESPONSIBILITIES

When you seek assistance from our service we expect you to:

- Treat staff and volunteers with courtesy, respect and consideration
- Give us honest, accurate and complete information
- Be proactive, to the best of your ability, in assisting us to help you
- Bring relevant documents and written information with you
- Let us know if you cannot keep an appointment
- Let us know if you change your address or phone number
- Let us know if you have any particular problems or needs

## FEEDBACK

If you wish to provide us with some feedback about your experience of our service please do not hesitate to contact us.

If you have a concern about your lawyer or another member of staff, then you should:

- Speak with the staff member concerned
- If you are unable to do that, or are not satisfied with the outcome, ask to speak with the Manager

If, following this process, you still have concerns that have not been resolved, you can contact:

**The Legal Services Commissioner  
Level 9, 330 Collins Street  
Melbourne VIC 3000**

**Phone: 1300 796 344  
Fax: (03) 9679 8101**

**1300 430 599**

**(03) 5221 4744**

73 Pakington Street  
Geelong West Victoria 3218  
fax (03) 5229 0117  
email [bcls@barwoncls.org.au](mailto:bcls@barwoncls.org.au)  
www [www.barwoncls.org.au](http://www.barwoncls.org.au)

**BARWON**

COMMUNITY LEGAL SERVICE

Free independent legal advice

**CLIENT RIGHTS  
AND  
RESPONSIBILITIES**

# 1300 430 599

Everyone in the Barwon catchment region who accesses BCLS will be provided with information and a referral.

## YOUR RIGHTS

When you seek assistance from our service you have the right:

- To privacy and confidentiality
- To be treated with courtesy, respect and consideration
- To have your matter dealt with promptly and appropriately
- To receive clear and accurate information and advice
- To ask questions, make your own decisions and to make informed choices about the conduct of your matter
- To ask for a copy of your file, or for the file to be transferred to another legal service provider
- To ask for an interpreter if you need one

## HOW WE CAN HELP YOU

We will provide free legal information, advice and referral across areas of law that we are appropriately experienced and funded practice. Ongoing casework assistance will be offered in some circumstances subject to our practice guidelines

## WHEN YOU SEEK ASSISTANCE FROM US, WE WILL:

1. Make an initial assessment of the nature of your situation
2. Provide information and advice to the best of our abilities
3. Provide a referral to a service that is best able to assist you
4. Where your situation warrants and our practice guidelines permit, we can provide ongoing casework assistance

## PROFESSIONAL STANDARDS

Our service is governed by the same regulations and professional standards as all legal practices, including private legal firms that charge for services.

Advice provided at BCLS is provided by qualified lawyers. Any law students working in our service are under the supervision of our Principal Lawyer.

## INFORMATION COLLECTION AND PRIVACY

When you attend our service, our staff will begin by asking you for information about yourself. It is necessary for us to collect this information for our records and so that we may best assist you. No identifying information is ever provided to any third parties.

All information collected is strictly confidential and staff are bound by law not to divulge any information provided by you without your express permission.

## FILE RETENTION

Our service is legally obligated to retain your file for a period of seven years after we have seen you. To allow us to manage the storage requirements of our data, we ask all of our clients for permission to destroy their file after this time. We retain on file all will and power of attorney instructions beyond this seven year period. All destroyed files are completely shredded and the paper recycled.

## FEES

Our clients do not get charged fees for the work that we do. In some circumstances there may be third party fees incurred in the course of our work. Clients will always be advised of such fees prior to them being incurred and will be responsible for their payment.