

Client Charter

Central Highlands Community Legal Centre (CHCLC) is committed to providing legal services in a fair and accessible manner. This client charter explains what you can expect from us and what we expect from you when using our service.

What you can expect from CHCLC:

- Provide a safe and respectful environment
- Respect your privacy
- Provide you with accurate information within a reasonable time
- Provide you with specialist referrals
- Treat any information you give us as confidential, unless the law says otherwise
- Keep you informed about the progress of your case
- Be impartial and open with clients and provide a realistic assessment of your matter
- Arrange a qualified interpreter to assist non-English speaking clients if requested
- Provide access to our service via the National Relay Service if you have a hearing or speech problem

What we expect from you:

- Be courteous to our staff
- To refrain from any form of physical or verbal abuse to staff
- While you are using our services, notify us if your details change such as your address
- Provide our staff with all the facts and circumstances of your matter
- Respect the privacy of other clients and staff at the Centre
- Let us know if you are not satisfied with our service at any time

ZERO Tolerance to Violence

CHCLC is committed to providing a safe, secure and respectful workplace through the prevention of violent, abusive and aggressive behaviour.

CHCLC can refuse to see you, and you will be asked to leave the premises. If you refuse the Police will be called.



Privacy Statement

CHCLC respects clients rights to privacy and confidentiality. We will not give out your personal; information unless we have your consent to do so or are required to by law. As part of our funding agreement we are required to provide to funding bodies statistical information about our services. Clients personal information and details of individual legal matter will not be provided to funding bodies but are necessary for CHCLC internal records.

CHCLC will follow the guidelines of the Australian Privacy Principals in its practices and is subject to the privacy Act 1988 (Cth).

Complaints

Grounds constituting a complaint

- A member of the paid or volunteer staff has not maintained confidentiality
- Services have not been provided at the professional standard required.
- (Unless these services are of a legal nature in which case Law Institute or Professional Indemnity Insurer procedures may be applicable)
- Personal rights have in some way been invaded
- Actions have been taken that constitute some form of discrimination
- A conflict has arisen through lack of communication or misunderstanding
- A client has a complaint about a policy or a service of the Legal Service
- A client has a complaint about an action or piece of information produced by the Legal Centre
- A client has a complaint about the services they have received from the Legal Centre
- A breach of the Australian Privacy Principals has occurred

Making a complaint

A person wishing to make a complaint may do so in writing or verbally to:

- the staff member they were dealing with at the time
- the Co-ordinator or Principal Lawyer
- the Committee of Management

If the complaint is about:



- a staff member, the complaint will normally be dealt with by their senior staff member
- a senior staff member, the complaint will normally be dealt with by the Committee of Management

Written complaints may be sent to PO Box 478W, Ballarat West, Vic 3350 marked “confidential”. The Co-ordinator will be responsible for receiving this correspondence and directing it to the appropriate person.

Your complaint will be investigated and you will be advised, in writing, of the outcome of your complaint. It may take up to seven days for you to be advised of the outcome. If the investigation takes longer than seven days you will be advised of the delay.

If you are dissatisfied with this process:
Complaints about Legal Services can be made directly to:

The Legal Services Commissioner
Mail: GPO Box 492, Melbourne, Vic, 3001
Telephone: 1300 796 344 (local call within Victoria)

If you are dissatisfied with the outcome of a complaint about a breach of your privacy you may make a complaint in writing to the Office of the Australian Information Commissioner.
Mail: GPO Box 5218, Sydney, NSW, 2001.



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Australia's campaign to stop violence against women

