



## Shoalcoast Community Legal Centre Inc

### CLIENT RIGHTS AND RESPONSIBILITIES

*Information Sheet for Clients*

Shoalcoast Community Legal Centre Inc. undertakes to offer the best possible service to its clients, from initial advice, to casework or representation.

Our services are free, but there may be costs involved in your matter eg. filing fees at court or medical reports. The client is normally expected to pay these, and should talk to their solicitor about these arrangements. The Centre operates within available resources and in line with our policies and procedures.

When you receive our service, you have rights and responsibilities.

When your matter is finalised, or if you do not reply to our correspondence or phone calls, you will receive a letter from us. If you still have some concerns at this stage, please contact us. Otherwise, your file will be closed. Once closed your file will be kept for 7 years before being destroyed, unless we advise you otherwise.

<b>You Have a Right To</b>	<b>Your Responsibilities Are:</b>
Expect confidentiality - your case will not be discussed outside this service without your agreement.	To give your solicitor all information to do with your case and keep your solicitor informed about your matter
Be treated with respect and courtesy, and receive a service without discrimination.	To treat staff members and other clients with respect and courtesy, and without discrimination.
Be kept informed about the progress in your case, and to choose from available alternatives.	To keep your appointments, or let the Centre know if you are not able to attend.
Advise your solicitor of what outcomes you want and what you want the solicitor to do as the matter progresses.	To take responsibility for any decisions you make.
Make an appointment or phone your solicitor if you need to, and to bring a friend or advocate to any appointments.	To let us know if you change your address or phone number; if we cannot contact you we will not be able to continue acting in your matter
To read your file, and to have original documents returned to you.	To provide the solicitor with copies of any documentation which comes to you in an on-going matter.
To voice a concern or make a complaint without fear.	To follow decisions agreed upon between you and your solicitor.

### **Privacy Protection**

Personal information about you, provided by you and other sources, is protected under the *Privacy Act 1988*. Disclosure of such information may be compelled by law (eg. under the *Social Security Act*). You also authorise us to disclose such information where necessary to others in furtherance of your claim/matter (eg. within the law practice, to the Court, the other party or parties to litigation, to valuers, experts, barristers etc).

Apart from this, Shoalcoast Community Legal Centre Inc will keep your information confidential at all times. See Client Privacy Information sheet.