

Client Service Charter

This document sets out the standards of service we are committed to providing and what you can do if you think those standards are not met.

Who WE assist

We provide free, accessible, legal and associated services to people who live, work or study in the cities of Wyndham, Maribyrnong, & Hobsons Bay; or are a client of a support agency in the western suburbs, through our offices in Werribee, Footscray and Sunshine. The service also provides Community Legal Education (CLE), policy and law reform activities. Our service gives priority to those who are the most vulnerable and cannot afford a private lawyer.

What WE do

- We provide free legal advice, information and referral to clients;
- We will refer you to an alternative service if we have a conflict of interest;
- We provide ongoing casework services to eligible clients. In limited cases, we may represent clients in Court;
- We provide financial counselling services for people experiencing financial difficulties;
- We provide a range of printed information in community languages where available; we develop and conduct CLE activities; and we aim to provide an accessible service.

WE promise to

- Ensure all information provided to us remains confidential at all times;
- Act honestly, ethically & professionally at all times;
- Treat you with courtesy and understanding;
- Be sensitive to cultural and linguistic diversity;
- Respond to your requests for information in a timely and easy to understand way;
- Act appropriately and respond promptly to any complaints about the service
- Recognise your rights to dignity, respect, privacy and confidentiality;
- Wherever possible, provide interpreters and/or other assistance required by you to ensure good communication; and
- Deliver the best service we can and keep looking at how we can improve the service.

WE ask you to

Treat other clients and our staff including volunteer and students with **respect** by not:

- Swearing at, abusing, intimidating, threatening or being aggressive;
- Damaging property or resources;
- Being under the influence of alcohol or illegal drugs; or
- Otherwise creating an atmosphere of intimidation.

WE reserve the right to ask you to leave if this is not followed.

Complaints Process

Should you have a complaint, the steps are:

- Contact the person you dealt with to see if the problem can be sorted out with them directly
- Speak to a supervisor if you feel your issue is not resolved
- Put your complaint in writing to the CEO or Chairperson of WEstjustice at our address:
WEstjustice Level 1, 8 Watton Street, Werribee VIC 3030

If your matter is still not resolved, you may:

- Make a complaint about legal services to:

Legal Services Commissioner

Level 9, 330 Collins Street

Melbourne VIC 3000

(03) 9679 8001 or 1300 796 344 (local call)

- Make a complaint about financial counselling services to:

Financial Counselling Victoria

Level 6, 179 Queen Street Melbourne VIC 3000

(03) 9663 2000

- Make a complaint about social work services to:

(If the social worker is a member of the Australian Association of Social Workers (AASW))

AASW

PO Box 2008

Royal Melbourne Hospital VIC 3050

03 9320 1000

(If the social worker is not a member of the AASW):

Health Complaints Commissioner

Level 26, 570 Bourke Street

Melbourne, Victoria 3000

1300 582 113