

What to do if you have a minor complaint or you would like to make a suggestion

By telling us what you think about our service, you are helping us to make improvements for all our clients.

If you are happy with the service we provide or if you are not satisfied with our service please tell us by completing the Client Feedback form provided by staff.

Client grievance procedure for major complaints

If you have a complaint about the legal or professional conduct of our staff, or if you have a major complaint about our service provision, please take the opportunity to use our Client Grievance procedure, which is available and displayed at reception.

Our staff are ready to help you with the client grievance procedure. Please do not hesitate to ask for assistance.

What will happen when you become a client of the ATSIWLSNQ?

When you arrive for your first appointment, our administration staff will confirm your details, provide you with a copy of our Client Service Charter to read and then ask you to sign the Client Service Charter agreement and make copies of any documents you have brought with you.

FREE LEGAL ADVICE

If you have an appointment to see a solicitor, your first appointment will be for legal advice. You may be offered further assistance through ongoing casework, but this will depend on the nature of your legal problem, our casework guidelines and our capacity to take your case. If we are unable to offer you further assistance, our staff will provide you with referrals and assist you to find another service.

To contact us :

Ph : 4721 6007

Free advice line: 1800 082 600

Fax: 4724 5112

**Postal: PO Box 1062
Townsville QLD 4810**

**Face to Face
Appointments
and**

**Telephone Advice:
MONDAY — FRIDAY
9:00AM — 4:30PM**

ABORIGINAL & TORRES STRAIT ISLANDER WOMEN'S LEGAL SERVICES NQ

CLIENT SERVICES CHARTER



What to expect from the services offered by
the Aboriginal & Torres Strait Islander

Women's Legal Services NQ.

Who we are

The Aboriginal and Torres Strait Islander Women's Legal Service NQ Inc (ATSIWLSNQ) is a not for profit community based women's legal service developed and managed by Aboriginal and Torres Strait Islander women.

We are based in Townsville, but we provide free legal services from Mackay to the Torres Strait for Aboriginal and Torres Strait Islander women. Our services include advice, community legal education and casework.

Our Mission

"Our mission is to provide and improve access to legal services and to promote law reform for North Queensland Aboriginal and Torres Strait Islander women through advocacy and representation in the legal system"

Our Services:

We provide a quality legal service free to Aboriginal and Torres Strait Islander women. Our services include:

- Legal advice
- Casework and legal representation to eligible women
- Culturally appropriate community legal education programs
- Advocacy on issues affecting Aboriginal and Torres Strait Islander women in North Qld.

Our Charter of Client Services

What you can expect from us:

- A safe and culturally friendly environment
- Ethical and professional conduct from our staff
- To be listened to with respect, courtesy and empathy
- To have your enquiry or case assessed impartially and realistically
- To have any information you give to us treated confidentially
- Accurate and timely responses to your enquiries and requests for information
- To be provided with accurate and competent legal advice and representation where we are assisting you with a legal matter
- To be advised on the progress of your case or enquiry
- To be informed in writing when your legal matter is completed
- To be provided with an opportunity to lodge a complaint if you are unhappy about the services we provide Assist you to find an alternative service if we are unable to assist you

What we expect from you:

- That you will treat our staff with respect

and courtesy;

- That you will come to appointments on time and advise us as soon as possible if you are unable to attend an appointment;
- That you will be honest with us and provide your solicitor with all of the facts of your case;
- That you will provide us with the documents for your case as soon as possible;
- That you will tell us as soon as possible if your phone number, address or other details change;
- That you will let us know if you are not satisfied with our services and provide us with any suggestions for improving our services.

