

OTHER IMPORTANT INFORMATION

- Your appointment is for a limited time only. All of your questions may not be answered in this time. You may have to come back to see us again or you may be referred to another service.
- Any work done by the Centre beyond your first appointment is by agreement only.
- The Centre provides this legal advice service as a limited service. The Centre may refuse or limit the extent of further advice given to you after the initial advice session.
- The extent of service that the Centre provides you will depend on the complexity of your problem, the level of demand on the Centre by other people for legal services, and the level of social and/or financial disadvantage.
- The Centre may provide you with legal advice about your matter, but the responsibility for progressing your legal matter remains with you.
- Unless otherwise agreed, the Centre will not act for you as your lawyer in relation to your matter.
- The Centre has limited resources. This restricts the services that can be provided and means that changes to services can occur without notice.
- The Centre does not usually provide court representation, unless in very limited circumstances, as agreed.
- Sometimes the Centre cannot assist regardless of a person's social or financial circumstances. Referrals are made where possible.



Gold Coast Community Legal Centre

07 5532 9611

www.gcclc.org.au

office@gcclc.org.au

34 Railway Street, Southport Qld 4215

PO Box 10614, Southport, Qld 4215



Monday to Friday 8.30am-4.00pm

Walk-in night clinic on Tuesdays from 5.00pm

Request a call-back on our website

Visit us on Facebook

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Information provided may change without notice.

WE'RE HERE TO HELP!

WWW.GCCLC.ORG.AU

CLIENT INFORMATION



INFORMATION ABOUT YOUR RIGHTS AND RESPONSIBILITIES WHEN YOU SEEK ASSISTANCE FROM US



Gold Coast
Community
Legal Centre

WHAT HAPPENS WHEN I CONTACT THE CENTRE?

When you seek assistance from the Gold Coast Community Legal Centre (the Centre), we assess what services we can provide. If the Centre cannot assist, you may be referred to another service.

If the Centre is able to provide you with assistance beyond a referral, we collect your full name, contact details, information about your matter and the full names of any other parties and any other necessary details.

It is necessary for the Centre to collect this information so that we can assist you. If you choose not to provide this information we may not provide you with a service.

Our funders also require us to collect demographic and other information for statistical and evaluation purposes. Information identifying clients is not provided to funders or evaluators.

PRIVACY NOTICE

For more information about your privacy, and how we deal with your personal information, please refer to our Privacy Notice on our website, or ask us for a copy of our Privacy Brochure.

YOUR RIGHTS

When you seek assistance from the Centre you are entitled to:

- quality services regardless of your ethnicity, religious beliefs, gender, sexual identity, social status, health status or disability
- be treated with courtesy, respect and consideration
- receive accurate information / advice based on information you provide
- ask questions to make informed choices and your own decisions about your matter
- bring a support person
- ask for an interpreter
- privacy and confidentiality of your personal information unless disclosure is necessary in order for us to provide you with a service or is authorized or required by law or necessary for us to meet our obligations
- provide feedback or make a complaint

YOUR RESPONSIBILITIES

When you seek assistance from the Centre, you also have the following responsibilities:

- to treat staff, volunteers and other service users with respect at all times
- to not act in a rude, aggressive or abusive manner towards staff, volunteers or other service users
- to act in a way that does not put yourself, or any other person, at risk, or compromise any person's safety
- to make an appointment and let the Centre know if you want to cancel or reschedule – your time slot can be given to someone else
- to arrive at your appointment on time
- to come prepared for your appointment eg: having details of your matter ready, bring relevant documents and a list of questions you want to ask
- understand that information and advice provided by the Centre is based on the information you give us. It is therefore important that you provide complete, relevant, honest and accurate information

The Centre may refuse or cease provision of services if you do not meet your responsibilities.



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**CALL 07 5532 9611 TO REQUEST AN APPOINTMENT
OR REQUEST A CALL-BACK AT GCCLC.ORG.AU**