

REVIEW OF OUR SERVICE

We will;

- ensure that the Centre is managed by members of the local community;
- give clients an opportunity to have a say about the way we provide services;
- maintain compliance with the standards set out in this Charter and those required by the service funders;
- regularly review our service delivery against those standards;
- undertake to continually identify and address ways in which we can make the service better;
- regularly liaise with our funding bodies and provide reports to ensure financial and service delivery accountability;

SUGGESTIONS AND COMPLAINTS

If you are happy with the service we provide please let us know.

If you are not satisfied or have any concerns or suggestions about the service we provide please contact the person who dealt with the matter and see if your concerns can be resolved directly with them. You may choose to contact the co-ordinator (ph: **9689 8444**) who will listen to your concerns and respond to you within one week. You can make your complaint in person or in writing to the Co-ordinator or write to the Chairperson at our address.

Complaints about legal services can be made directly to;

The Legal Ombudsman
Level 10, 461 Bourke Street, Melbourne
Tel; 9642 0655 Toll free; 1800 357 772

Complaints about the Centre can be made directly to;

The CLC Program Manager
Victoria Legal Aid, 350 Queen Street, Melbourne
Tel; 9269 0234

WANT MORE INFORMATION

- about the services we provide
- becoming a member of the Centre
- volunteering at the Centre
- making a Tax Deductible donation to the Centre

Please contact us;

Footscray Community Legal Centre
220 Nicholson Street
Footscray VIC 3011
Tel: (03) 9689 8444
Fax: (03) 9689 8155
e-mail; footlegal@iinet.net.au

Office Hours

9.30am - 1pm and 2pm - 5pm

The Centre is open between 9.30 am - 5.00pm Monday – Friday by appointment for legal and financial counselling appointments. On site interpreters can be provided on request.

The evening legal advice service operates every Tuesday and Thursday evening (excluding public holidays) commencing at 7pm - no appointment is necessary.

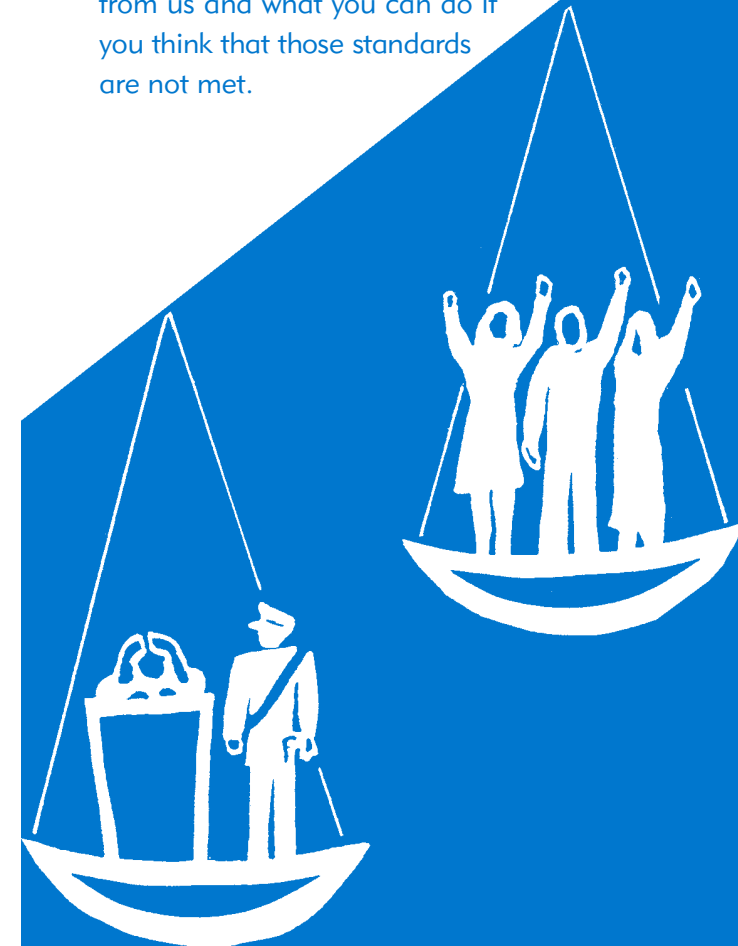
The Centre does not provide telephone advice or material assistance.

Telephone information can be obtained from Victoria Legal Aid on 9269 0120.

Footscray Community Legal Centre and Financial Counselling Service

CLIENT SERVICE CHARTER

This document describes our commitment to ensuring that you as a client of this Service have an understanding of what standards of service you can expect from us and what you can do if you think that those standards are not met.



WHO WE ARE

Footscray Community Legal Centre and Financial Counselling Service (FCLC) is a non profit community managed Incorporated Association. The Centre has a Legal Service and a Financial Counselling Service. The Legal services are funded by the Commonwealth Legal Services Program through the Attorney General's Department and by the State Government through Victoria Legal Aid. Our funding is administered by Victoria Legal Aid. The Financial Counselling service is funded by the Commonwealth Government Department of Family and Community Services.

The Centre is managed by the FCLC voluntary Committee of Management elected by the membership of the Centre.

OUR PURPOSE

To address systemic injustice by providing free legal and financial counselling services on an individual level and more broadly through community education, law reform and advocacy.

WHO WE ASSIST

We assist people who live, work or study in the City of Maribyrnong. Our service gives priority to those who cannot afford a private lawyer and/or do not qualify for Legal Aid.

WHAT DO WE DO?

- We provide free legal advice, information and referral to clients.
- We provide on going casework services to eligible clients. In limited cases we will provide Court representation or can arrange for representation.
- We provide financial counselling services for people who are experiencing financial difficulties.
- We provide a range of printed information in community languages.
- We develop and conduct Community Legal Education activities.
- We are involved in advocacy and policy and law reform development. We advocate on behalf of the community in relation to social justice issues and endeavour to address the wider legal and social justice issues affecting our community.
- The services we provide are limited due to funding constraints.

YOUR RIGHTS

We will:

- act honestly, ethically and with professionalism at all times;
- treat you with courtesy and understanding;
- be sensitive to cultural and linguistic diversity;
- ensure that our service is accessible by taking into account the location of the centre, the physical facilities provided and the hours of opening;
- respond promptly to your request for service;
- recognise your rights to dignity, respect, privacy and confidentiality;
- respond to your requests for information in a way that is easy to understand;
- wherever possible, provide interpreters and/or other assistance required by you to ensure good communication.

HOW WE CAN ASSIST YOU

When you contact our service seeking assistance by phone or in person, **we will:**

- make an initial assessment of the services we can provide you;
- offer to provide a personal interview with a legal case worker (lawyer) or financial counsellor;

(if the matter is urgent- we will endeavour to make an appointment as soon as possible)

- **OR** refer you to our evening legal advice service;
- **OR** refer you to another suitable source of advice and assistance if your matter is one that requires alternative specialist assistance or we are unable to offer you an appointment within the timeframe you require;
- provide you with up to date information in an easily understood way;
- respect your privacy and keep your information confidential.

YOU CAN HELP US TO HELP YOU BY

- letting us know if you have any particular problems or needs;
- giving us complete and accurate information
- letting us know if you cannot keep an appointment
- letting us know if you change your contact details
- acting courteously to staff and volunteers of the Centre