

## Other useful 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.
- Where volunteer workers provide assistance to you following your appointment they are no longer providing that follow up work to you in their capacity as a Centre worker.
- While our services are usually free, there are some times when you may have to pay for out of pocket expenses or other costs. If applicable these will be discussed with you.
- 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 also does not usually provide court representation.
- Clients are provided up to a maximum of 3 advices per matter in any 6 month period (with a maximum of 2 matters in any 6 months).
- Sometimes the Centre cannot assist regardless of a person's social or financial circumstances. Referrals are made where possible.
- Client files are retained for 7 years then destroyed in accordance with our document destruction policy, unless express instructions are provided to retain your file for longer.

## Want to know more?

For further information or to make an appointment contact the Centre.



**2<sup>nd</sup> Floor Main Street Arcade  
82 Grafton Street, Cairns QLD 4870**

*Lift access via Main Street Arcade Food court*

PO Box 7129, Cairns QLD 4870

**Phone  
4031 7688 | 1800 062 608**

[enquiry@cclc.org.au](mailto:enquiry@cclc.org.au)  
[www.cclc.org.au](http://www.cclc.org.au)

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# Client Information

This brochure provides you with information about your rights and responsibilities when you seek assistance from us.

*For people  
in the community  
experiencing disadvantage*



**4031 7688 | 1800 062 608**

## What happens when I contact the Centre?

When you seek assistance from the Cairns Community Legal Centre Inc (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. However, you do not have to provide this information to us if you don't want to.

## 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
- be given reasonable time to consider the information and advice you have been given
- ask for 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
- ask to have access to your information
- let the Centre know if you have any particular problems or needs
- provide feedback or make a complaint – for further information about how to provide feedback or make a complaint please refer to our website, or ask us for our Feedback & Complaints Brochure.

## Your responsibilities

When you seek assistance from the Centre you also have responsibilities. For example:

- make an appointment and let the Centre know if you want to cancel or reschedule – your time slot can be given to someone else
- come prepared for your appointment eg: have details of your problem ready, bring relevant documents and a list of questions you want to ask
- 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
- be prepared to go to another service
- provide details of where you can be contacted and let the Centre know if these details change. If you don't do this we may not be able to pass important information onto you

## Code of Conduct

When you (or your representatives or advocates) access our services, you (and your representative or advocate) are expected to:

- co-operate with Centre workers
- treat everyone at the Centre with courtesy, respect and consideration
- not bully, intimidate or harass anyone at the Centre
- not use abusive language
- not use violence

**Where necessary the Police will be called, and/or the Centre may refuse or cease provision of services.**