

## **Northern Community Legal Centre Client Service Charter**

---

This Client Service Charter outlines your rights, how you will be treated and what you can expect from us. It also sets out your responsibilities and how you can give us feedback on any aspect of our service.

### **About us**

Northern Community Legal Centre operates in one of the fastest growing areas of Melbourne, and includes the Hume City Council, Moreland City Council and Mitchell Shire Council. We operate from an office in Broadmeadows, with outreach services to other areas including Wallan, Sunbury, Coburg and Craigieburn.

Our purpose is to ensure equal access to justice for all in Melbourne's North West. We provide legal services, community legal education and law reform to meet the needs of people in Melbourne's North West.

### **Our commitment to you**

The Northern Community Legal Centre is committed to providing the highest quality services that we can. We will work with you to make sure you get the support that is available and right for you and in accordance with the law.

We will support you to understand your legal options so that you can make decisions about next steps. This may include the use of interpreters, advocates, written materials in your own language or communication aids.

### **What you can expect from us**

When you are in contact with our organisation, we will:

- Treat you with respect at all times
- Treat you fairly and without discrimination
- Inform you of your rights and responsibilities
- Consider your (and your children's) safety at all times
- Protect your personal information and only use it for the right reasons
- Involve you in decisions about the services you access and support you to have a say
- Support you to connect with other services if needed
- Tell you how to provide us with feedback on our service and how to make a complaint

### **How you can help us**

You can help us to deliver high quality legal support by:

- Providing us with complete and accurate information about yourself and your situation
- Telling us if things change or you cannot keep an appointment or commitment
- Acting respectfully and safely towards other people using the service, and towards staff and volunteers
- Providing us with feedback about our service and how we can work better

## **How you can provide feedback**

We value your feedback, both positive and negative, as it will help us improve our services.

You can give us this feedback by:

- Talking directly to staff member or volunteer
- Asking to speak to a more senior staff member
- Contacting our head office on phone (03) 9310 4376
- Completing a Client Feedback Survey. Surveys are available at our Broadmeadows Reception Desk, or mailed to you at your request.
- Write to us at email: [admin@northernclc.org.au](mailto:admin@northernclc.org.au) or Level 3, Building 2, 1100 Pascoe Vale Road, Broadmeadows Vic 3047.

## **How we manage complaints**

We want to resolve complaints openly, honestly and quickly.

We will acknowledge your complaint and respond within 14 working days in compliance with our complaints policy.

If you are not satisfied with our resolution of your complaint, you may contact an independent body such as Legal Services Board and Commissioner by calling 1300 796 344 or emailing [admin@lsbc.vic.gov.au](mailto:admin@lsbc.vic.gov.au).