

Client Information

How can the Centre help me?

When you attend the Cairns Community Legal Centre Inc (the Centre), workers will ask you for information about yourself and your matter.

It is necessary for us to collect most of this information so that we can provide you with a service. If you choose not to provide this information then we cannot provide you with a service.

Our funders also require us to collect other information for statistical and evaluation purposes (nb: information identifying clients is not provided to funders or evaluators). You do not have to provide this information.

When you seek assistance from the Centre an initial assessment will be made of the services we can provide.

If the Centre can assist, you will be referred to either the Centre's [Core Service](#), [Disability Discrimination Legal Service \(DDLs\)](#), [Seniors Legal and Support Service \(SLASS\)](#), [Family Law Service \(FLS\)](#) or [Consumer Law Service \(CLS\)](#).

If the Centre cannot assist, you will be referred to another service where possible.

What are my rights when I access the Centre?

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 an interpreter
- privacy and confidentiality of your personal information unless disclosure is authorised or required by law (See: Centre's separate Privacy Notice for more information)
- ask to have access to your information

- a second opinion
- have your file to be transferred to another legal service
- appropriately and privately give a compliment or make a complaint. Complaints may be raised directly with the person concerned or you may ask to speak with the Centre's Complaints Handler.

What about my own responsibilities?

- Let the Centre know if you have any particular problems or needs
- Information and advice provided by the Centre is based on what information you give us. It is therefore important that you provide complete, relevant, honest and accurate information
- Let the Centre know if you want to cancel or reschedule. Your time slot can be given to someone else
- Be on time for your appointment. Late arrivals may not be seen
- Come prepared for your appointment, ask questions (eg: have details of your problem ready, bring relevant documents and written information, what questions you want to ask) and if you want talk to people you trust before making decisions
- Be prepared to go to another service if that is appropriate
- You must provide details of where you can be contacted and let the Centre know if you change your contact details. If you don't do this we may not be able to pass important information onto you
- Where necessary special arrangements might be able to be made if you are concerned that your partner (or others) might find out that you have been to the Centre
- Co operate with workers at the Centre
- You are expected not to bully, intimidate or harass anyone (workers, clients and others) at the Centre and you are to otherwise treat everyone at the Centre with courtesy, respect and consideration
- Remember we are trying to help you and that most Centre workers are volunteers giving their own time to help you
- The Centre generally operates on an appointment only basis

Other useful information

- Sometimes work experience students may ask if they can "sit in" on your appointment / interview. It is up to you whether you want this to happen

- Your appointment / interview may last up to 30 minutes (with the Core Centre) or an hour (with the Centre's other services). 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
- In all cases any further work by the Centre beyond any first interview is by agreement only. Unless expressly agreed, you can assume that the Centre will not take any further steps on your behalf beyond your first interview
- The Centre does not usually provide court representation
- Where volunteer workers provide assistance to you following your interview at the Centre, you should note that they are *no longer* providing that follow up work to you in their capacity as a Centre worker
- One of the objectives of the Centre is to provide clients with self-help strategies. You may therefore be given a "shopping list" of things that you can do to solve your problem
- While our services are generally free, there are some limited occasions when you may be asked to pay a contribution fee or have to pay for out of pockets expenses, outlays 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 may mean that changes to our services may occur without notice
- There are some areas of law that we do not do regardless of a person's social or financial circumstances. Referrals will be made where possible
- Client records are usually destroyed after 7 years.

What a solicitor can and can't do for you

A solicitor **CAN:**

- listen to you
- make sure they understand what you mean
- tell you what the law says in a way that you understand
- give you choices about what you can do
- help you decide what you want to do
- tell you about other services
- tell you what is happening with your case but only if they are involved on an ongoing basis.

A solicitor **CAN'T:**

- fix every problem you have
- spend all their time on your problem
- do everything right away

- always say for sure what will happen
- always do what you want to do
- always make other people do the right thing.

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