



# Client Agreement

Please read and sign sections **A and C**. If you are being advised by a pro-bono solicitor, you will be directed to also read and sign section **B**. If you have any questions about this form, please ask a Client Service Officer.

## A. Client Service Charter

This Client Service Charter was developed to provide you with information about our services, and to assist you in understanding your rights and responsibilities as a client.

### 1. Your Rights

- To expect the highest standard of professionalism from staff;
- To be treated in a manner that respects your dignity and social/cultural needs;
- To be informed of all appropriate and available options to you, and that you make the final decision concerning your legal matter;
- To lodge a complaint about services provided by our service (*see Complaints brochure*); and
- To expect that your privacy and confidentiality is maintained\*.

### 2. Your Responsibility

- To be honest with your advisor at all times and disclose all relevant information.
- To accept outcomes of the decision you make in regard to your situation.
- To treat staff with respect at all times, noting that abuse of staff will result in an automatic termination of services.
- To be on time to your appointments and to advise us if you are unable to attend.
- To let us know any changes to your contact details.
- To turn off your mobile and to not carry or conceal any form of video or audio recording equipment into your appointment.

### 3. Your Privacy

We treat confidentiality and privacy very seriously. We will not disclose any of your identifying information to anyone without your consent, or terms outlined in our Privacy Policy. We are required to report some mass statistical data to our funders, none of this information is identifiable. For a copy of our full \*Privacy Policy, please ask a Client Service Officer or visit [nsclegal.org.au/privacy](http://nsclegal.org.au/privacy).

### 4. Our Guidelines

Your first appointment is a once-off advice session. Whether or not we are able to provide further assistance or ongoing casework is dependent on:

1. The legal merit of your matter;
2. Available resources of the Centre;
3. Whether or not you are able to afford a private solicitor; and
4. Whether your matter falls within our priority case work guidelines, which include:
  - a. Where a child is at risk of abuse, or of being abducted; and/or
  - b. A power imbalance between parties due family or domestic violence; and/or
  - c. There is a present or immediate risk of violence; and/or
  - d. There is a risk of eviction or of becoming homeless.

### 5. Your Feedback

As part of our processes of continual improvement we conduct client surveys. You may receive an SMS or email asking for your feedback on your experience with us. You will receive a maximum of two invitations to complete a survey per year, with your answers being entirely confidential. You will not receive an invitation if you have aired safety concerns with one of our staff.

## 6. Client Outcome Case Studies

As part of our funding agreements with various State and Commonwealth departments, we are required to provide case studies that demonstrate client outcomes. Case studies do not include any identifiable information about you or any other person/s involved in your matter. To further protect your identify, the names, ages, gender, locations and other identifiable details of all persons raised in the case study are changed.

We do not submit case studies without your explicit consent to do so.

Yes, **I consent** to the Northern Suburbs Community Legal Centre using facts about my legal or advocacy matter in a generic case study.

No, **I do not consent** to Northern Suburbs Community Legal Centre Inc using facts about my legal or advocacy matter in a generic case study.

Signed:..... Date:.....

## B. Notice of Costs

As a contribution to our Centre, we are assisted by private law firms who provide us with their services pro-bono. If you are being advised by a solicitor providing a pro-bono service ('pro-bono lawyer') please note the following:

1. If you seek further advice or assistance with the pro-bono lawyer you will be doing so through their private place of employment and you may be subject to costs associated with that firm;
2. Pursuant to s.260-262 of the *Legal Profession Act 2008*, the pro-bono lawyer must disclose to you their potential costs in writing prior to, or as soon as is practicable, after having been retained by you; and
3. The Northern Suburbs Community Legal Centre Inc. is not responsible or liable in any manner for the services you receive in engaging a pro-bono lawyer in their private practice.

Signed:..... Date:.....

## C. COVID-19 Self-Declaration (All Onsite Appointments)

The health and well-being of our staff and clients is our highest priority. As a result of the COVID-19 outbreak, we are applying screening processes and hygiene measures to safeguard visitors to our premises and our employees.

If you respond 'YES' to any of these questions, then as a precautionary measure, your appointment will not be able to proceed and will need to be rescheduled.

Are you presenting any of the following symptoms relating to COVID-19? (e.g. fever, cough, shortness of breath)	
Have you recently been in contact with someone diagnosed with coronavirus to your knowledge?	
Have you recently travelled outside Australia in the last 2 weeks?	

Signed:..... Date:.....