



eastern community legal centre

Client Information Sheet

Eastern Community Legal Centre (ECLC) is committed to ensuring that you have access to a quality service.

This Information Sheet sets out some information about ECLC, the standards of service you can expect from ECLC and what you can do if you think that these standards are not met.

ECLC is a free not-for-profit independent community organisation. We receive funding from Federal and State governments and from the local governments of Boroondara, Knox and Whitehorse. We work with Victoria Legal Aid however **we are not part of Legal Aid.**

A Voluntary Board of Management elected by the Centre's membership manages ECLC. Volunteers provide our evening advice service.

Who we assist

ECLC assists people who live, study or work in the City of Boroondara, Manningham, Knox, Maroondah, Whitehorse or the Shire of Yarra Ranges. Our service gives priority to those who cannot afford a private lawyer and/or do not qualify for Legal Aid.

What we do

- Provide free, confidential legal advice, information and referral
- In limited cases:
 - provide on-going casework services to eligible clients
 - arrange for court representation
- Develop and conduct Community Legal Education activities
- Advocate on behalf of the community in relation to social justice issues

Information & Confidentiality

All information you provide is **strictly confidential**. Staff and volunteers are bound by law and by our own policies and procedures not to divulge any information provided by you without your permission.

Your Rights

We will:

- Act promptly, honestly, ethically and with professionalism at all times
- Treat you with courtesy and understanding
- Be sensitive to cultural diversity
- Ensure that our services are accessible by taking into account ECLC's location, physical facilities operating hours
- Ensure good communication by providing interpreters and/or other assistance, wherever possible

Conflict of Interest

Like all legal services, we are unable to see people where there is a conflict of interest. A conflict may arise in many different circumstances. One example is if we are advising or have advised the other side in a matter. To keep information confidential we cannot provide details about a specific conflict of interest.

How long do we keep your file?

7 years, after which time your file is destroyed.

Suggestions & Complaints

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

If you **are not** satisfied or have any suggestions, please speak to the person who you dealt with and see if your concerns can be resolved directly with them. If you are unable to do this, or are not satisfied with the outcome, ask to speak to the CEO.

If you are still not satisfied you should contact: *Legal Services Commissioner on 1300 796 344.*

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
- Acting courteously to ECLC staff and volunteers.

Ask us about

- The services we provide
- Becoming a member of the centre
- Volunteering at ECLC
- Making a donation to ECLC

Contact Us

www.eclc.org.au

Box Hill Office

Suite 3, Town Hall Hub
27 Bank Street
Box Hill VIC 3128

Tel: (03) 9285 4822

Fax: (03) 9285 4833

Email: eclc@eclc.org.au

Office Hours: Monday to Friday 9am - 5pm

Boronia Office

Suite B, 6 Floriston Road
(PO Box 747)
Boronia VIC 3155

Tel: (03) 9762 6235

Fax: (03) 9762 9751

Freecall: 1300 79 70 88

Email: outereast@eclc.org.au

Office Hours: Monday to Thursday 9am - 5pm