



CLIENT INFORMATION SHEET

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

This document sets out some information about ECLC, the standard of service you can expect and what you can do if you think that these standards have not been met.

ECLC is an independent not-for-profit community organisation.

ECLC receives funding from Federal and State governments, some local governments in Eastern Melbourne and other sources.

ECLC works with Victoria Legal Aid but **are not part of Legal Aid**.

A voluntary Board elected by the Centre's membership oversees ECLC. Volunteers provide evening advice services and some day services.

Who we assist

We assist people who live, study or work in the municipalities of Boroondara, Manningham, Knox, Maroondah, Whitehorse and Yarra Ranges and sometimes outside these areas.

We give 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 deliver Community Legal Education activities
- Advocate on behalf of the community in relation to social justice issues.



Information & Confidentiality

All information you provide to ECLC 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 office location, facilities, operating hours etc.
- Ensure good communication by providing free interpreters and/or other assistance, wherever possible.

Your Responsibilities

We are committed to providing a positive and respectful service. In return, we expect that our clients will be courteous to staff, volunteers and other visitors.

Aggressive or intimidating behaviour and offensive language will not be tolerated and if used, may prevent us from providing services.

Conflict of Interest

Like all legal services, we are unable to assist people where there is a conflict of interest.

A conflict of interest can mean that either you have been listed as the other party in a legal matter or the other party in the current legal matter has been an ECLC client in the past.

Either of these may have occurred in a legal matter totally unrelated to your current legal issue.

For confidentiality reasons, we are unable to give you details about a specific conflict of interest

How long do we keep your file?



We will keep your case file for **7 years**, after which time it is destroyed. When it comes time to destroy your file, we will send a letter to your last known address, notifying you about this process.

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 you dealt with and see if your concerns can be resolved. If you are not satisfied with the outcome, please speak to a Manager.

Alternatively, you can submit a written complaint to eclc@eclc.org.au or to the mailing address: Suite 3, Town Hall Hub, 27 Bank Street Box Hill VIC 3128.

If you are not satisfied with services provided by your lawyer, you may contact: *Legal Services Commissioner on 1300 796 344.*

Interpreting Services

If you speak a language other than English, we are able to use free interpreters to organise an appointment and to attend your appointment with you.

Help us to help you

- Let us know if you have any particular needs
- Give us complete and accurate information about your legal problem
- Let us know if you cannot keep an appointment
- Be courteous to our staff and volunteers.

Ask us about

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



eastern **community legal** centre