SOUTH WEST
COMMUNITY LEGAL CENTRE INC

Client Rights and Responsibilites

Client Rights

As a client, you have a right to:

- Be treated in a respectful, non-judgmental and non-discriminatory way.
- Receive professional, appropriate, thorough and well-researched advice and/or referrals to other agencies.
- Be treated with honesty, respect, dignity and regard for your privacy and confidentiality.
- Bring a support person when you attend this service.
- An interpreter, if needed.
- Voice a concern or make a complaint.
- Your information to be treated confidentially at all times.

Client Responsibilities

As a client, you have a responsibility to:

- Treat staff, volunteers and other service users with courtesy and respect at all times. Any rude, aggressive, abusive, threatening or inappropriate behaviour may result in the immediate suspension or cessation of services. Staff have the discretion to determine when behaviour is unacceptable and to cease assistance where necessary to ensure a safe and respectful environment.
- Understand you are receiving a free legal advice appointment and that ongoing work/casework is resource intensive and is therefore available only in limited circumstances.
- Supply correct information about yourself and your situation so that staff fully understand what is happening and can assess how to best assist you.
- Participate actively with staff to resolve issues together.
- Act in a way that doesn't put yourself or any other person at risk, or compromise any person's safety.
- Arrive at your appointment on time, or inform the Centre in advance if you cannot make your appointment and reschedule if necessary.

For any questions or suggestions regarding your rights and responsibilities, please contact:
The CEO
South West Community Legal Centre
PO Box 1216, Bunbury WA 6231