



Gosnells Community Legal Centre Inc.

CLIENT SERVICE CHARTER

GCLC has a commitment to provide our clients with a professional service of the highest standard. To ensure we do this the Management Committee and workers of GCLC will:

1. Treat all people attending this agency in a fair and equitable manner and provide all services in accordance with equal opportunity laws and guidelines.
2. Maintain and respect the right of our client to privacy, protecting the confidentiality of client information and circumstances, in particular GCLC will not release any information and/or personal details of clients held by this agency without that clients express consent.
3. Not make value judgments of clients. Workers at this agency are aware of differences between all peoples and will respect those differences. Clients, in turn, are asked to respect GCLC workers.
4. Meet commitments to our client in a timely manner and shall do all those things reasonably required to achieve this. Matters of priority and timeliness will be recognized as such and determined accordingly.
5. Encourage clients to act on their own behalf and acknowledge our clients have the right to choose their own action. In doing this, where possible. Gosnells Community Legal Centre Inc. will inform the client of the consequence of their choice, including that GCLC may not be able to assist with certain options.
6. Use the resources available to GCLC to assist the client achieve agreed goals and/or outcomes, including to offer the client referrals to other agencies where GCLC is unable to assist due to lack of resources, conflict of interest or other reason.
7. Undertake to continuously improve workers knowledge and skills through professional development and training, thereby providing clients with accurate and up to date information, and high quality services
8. Provide education services that enable access to relevant information and build an increased knowledge base throughout the community.
9. Avoid any compromise of our legal responsibility to all clients of this agency and the broader community by working within the law and legal practice guidelines.
10. Have available a complaint procedure to clients who believe they have been treated unfairly. Please contact the agency Manager and request a complaint form. This right to complain does not in any way affect a client's access to our services, within the agency's usual eligibility framework.