

Information and Confidentiality

For us to help you, it is important you give us your personal details, the details of the other person/organisation in your dispute, and a brief explanation of your problem. This information is **strictly confidential** and is needed due to professional obligations, and our records.

Some de-identified information may be provided to our funders, but no identifying material is ever provided, unless for the purpose of preventing imminent serious physical harm to the client or to another person.

Our service and staff are legally bound to keep your information confidential, unless you give permission to contact a third party.

Your rights are respected under the *Privacy Act 1988* (Cth) (Privacy Act). Please see the Hume Riverina Community Legal Service Privacy Brochure for more information.

If you have a complaint

We welcome all feedback and encourage you to raise concerns if you are not satisfied with our service. If you have a concern with a staff member, please speak immediately to the staff member first to try to fix the problem.

If the problem cannot be fixed, or you are uncomfortable speaking to your lawyer, please contact the Principal Lawyer/Manager. You can make an appointment through reception to speak with the Principal Lawyer/Manager, or send your complaint to the UMFC CEO.

If you are still not satisfied with the outcome, you can refer it to the Victorian Legal Services Board and Commissioner on **1300 796 344**.



Phone: 1800 918 377 or 02 6055 8090

Fax: 02 6055 8079

Email: cls@umfc.com.au

Website: www.hrcls.org.au

27-29 Stanley Street, Wodonga VIC 3690

PO Box 31, Wodonga VIC 3689

Opening Hours

Monday—Friday: 9am—5pm

(closed between 1pm—1.45pm)

This service is auspiced by UMFC and funded by the Commonwealth Attorney General's Department, Victoria Legal Aid and Legal Aid NSW.

ABN 99 081 624 768 Reg No: A5357

ARBN 081 624 768

We acknowledge the traditional owners of the land on which we work and pay our respects to their elders, past and present.



Working together

Information on your rights and responsibilities

1800 918 377



Linking the community with the law

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How we help

We provide free legal assistance to people living in North East Victoria and the Southern Riverina of NSW. We assist people with legal problems who would not otherwise be able to get legal help.

We prioritise:

- people experiencing family violence
- children and youth
- Aboriginal and Torres Strait Islander peoples
- people with a disability or mental illness
- the elderly
- low income earners
- people from non-English speaking backgrounds.

What happens when you contact us?

- We give you assistance and information to help solve your problem
- We give you referral options if we are unable to help or there is a conflict of interest.

Please note: our service is different to a private law firm. We provide ongoing representation in limited cases only, and ask you play an active role to solve your legal problem.



What we ask of you

- Treat us with respect and consideration
- Listen to advice and give us clear direction and ask questions if you do not understand our advice
- Provide honest and accurate information and any additional information requested
- Do tasks as soon as possible
- Let us know if you cannot make your appointment
- Bring any documents we request with you and keep all original documents
- Pay expenses, if required, such as court filing fee or process server fees
- Tell us if something important happens which may change how we work on your problem
- Let us know if your contact details change—address, phone number, email address.



What we will do

- Treat you with respect and act with integrity, honesty, fairness and compassion
- Respect your cultural heritage
- Give competent and professional services
- Give clear, fair, unbiased and accurate advice, including your chances of the best outcome
- Keep you advised on the progress of your issue
- Let you know about any external fees that may be charged (if applicable)
- Work in your best interests by maintaining confidentiality and avoiding any potential conflicts of interest
- Explain the confidentiality process involved in any services we offer
- Terminate our service if there is any threatening or inappropriate behaviour towards our staff
- Keep your file for at least seven years.