

Illawarra Legal Centre Inc Privacy Statement

We may collect personal information from you to help us provide you with legal services and advice. The type of personal information that we collect will depend on what work we do for you.

We aim to ensure that:

- Your privacy will be protected when accessing our service or visiting our premises
- The personal information we collect about you and keep in our records is correct and up-to-date, and
- You can access your personal information for review on request.

Additional Privacy Information

Our Privacy Policy contains more detailed information about the type of personal information we collect, the way we handle that information and your privacy rights. You can obtain a copy of our Privacy Policy by contacting the Centre.

You can also obtain further information on privacy in Australia by visiting the website of the Office of the Federal Privacy Commissioner at www.privacy.gov.au or telephoning 1300 363 992.

How to contact us

If you wish to access any personal information we hold about you, revise this information, complain to us about a breach or your privacy, or find out more about how we deal with personal information, please contact:

The Coordinator
Illawarra Legal Centre Inc
PO Box 139
Warrawong NSW 2502

Tel (02) 4276 1939

We will respond to your inquiry as soon as possible.

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Arabic

ما نطلبه عنا يهنا. اتصل بمركز الإلوارا
القانوني على رقم ١٩٣٩ ٤٢٧٦ ، ومع خدمة
الترجمة الهاتفية (TIS) على رقم ١٣١ ٤٥٠

Bosnian

Vase mišljenje o našim uslugama je izuzetno
važno za nas. Nazovite Illawarra Legal Centre
na tel 4276 1939 uz pomoć telefonske službe
tumača (TIS) čiji je broj 131 450.

Chinese

您對我們的看法對我們很重要。請通
過 131450 翻譯服務處 (TIS) 的電話專線
撥打 4276 1939 與 The Illawarra Legal
Centre 聯繫。

Croatian

Važno nam je što mislite o nama.
Nazovite Illawarra Legal Centre (Illawarra
pravni centar) na 4276 1939, uz pomoć
TIS-ove službe tumača na broj 131 450.

Filipino

Mahalaga sa amin ang inyong opinyon. Tawagan
ang Illawarra Legal Centre sa 4276 1939 pal
ang TIS lagapagsa'in sa telepono sa 131 450

Macedonian

Вашето мислење за нас нам е важно.
Телефонирајте до Illawarra legal Centre на
4276 1939 преку телефонската
превртлувачка служба TIS на 131 450

Portuguese

É-nos importante o que pensa de nós.
Telefone ao Illawarra Legal Centre no 4276 1939 por
intermédio do serviço de intérpretes pelo telefone de TIS
no 131 450.

Serbian

Важно нам је шта мислите о нама.
Назовите правни центар Illawarra Legal Centre
на 4276 1939 помоћу TIS-овог телефонског
тумача на 131 450. То је бесплатна услуга.

Spanish

Nos importa lo que usted piense de
nosotros. Llame al Centro Legal de Illawarra,
4276 1939, por medio del Servicio Telefónico
de Intérpretes ["TIS"], 131 450, que es gratuito.

Tai

ความคิดเห็นของท่านเกี่ยวกับเรามีความสำคัญต่อเรา โปรดโทรศัพท์
Illawarra Legal Centre หมายเลข 4276 1939
โดยผ่านสายการโทรศัพท์ หมายเลข 131 450

Turkish

Haskunuzdaki düşünceleriniz bizim için
önemlidir. 4276 1939'dan Illawarra Legal
Centre'ya, 131 450'den TIS telefon
tercümanları ile arayınız.

Vietnamese

Những gì quý vị nghĩ về chúng tôi là điều
quan trọng đối với chúng tôi. Xin điện thoại
cho Illawarra Legal Centre số 4276 1939 với
thông ngôn qua điện thoại TIS số 131 450.

Tell us what you think

The Illawarra Legal Centre values feedback about how we provide services to the public.

As a client of the Centre you have the right to:

- Be fully informed about the kinds of services we provide
- Be treated with respect and dignity
- Have your right to privacy and confidentiality respected
- Let us know of any concerns you may have about the services you are receiving
- Make a formal complaint about the service

Illawarra Legal Centre
7 Greene St
Warrawong
PO Box 139 Warrawong 2502
Telephone (02) 4276 1919
www.illawarralegalcentre.org.au



What do I do if I am not satisfied?

If you are not satisfied or have any concerns with our services, please contact the person you dealt with, and she or he will try to resolve your concerns immediately.

If you feel uncomfortable about talking to the staff member involved, or if you are unhappy with the result, please ask to speak to the Coordinator.

If you are still not satisfied, you can make a formal complaint.

What do I do if I need to make a complaint?

If you do not feel confident or if you are not in a position to explain your complaint, you can have a friend or other person speak for you.

If you need the assistance of an interpreter, you can ask the Coordinator to arrange this for you. You can contact the Centre through the Telephone Interpreter Service TIS on 131450. If you need an Auslan interpreter, contact the Centre through the National Relay Service 13 36 77.

How do I make a formal complaint?

Step 1

Write to the Chairperson of the Illawarra Legal Centre, PO Box 139, Warrawong 2502.

Please give your name, contact address, and the details of your complaint.

If you are unable to write a letter, talk to the Coordinator of the Centre who will pass on your complaint.

Step 2

You will be notified in writing that your complaint has been received. A Management Sub Committee will be appointed to investigate your complaint.

Step 3

The Management Sub Committee will investigate your complaint and will write to you explaining the results of their investigation. This will let you know what action has been taken as a result of your complaint.

Step 4

If you are not satisfied by the action taken by the Centre (and depending on the reason for your complaint), you may complain to one of the other organizations listed below:

Legal Services Commissioner
Tel 1800 242 958
GPO Box 4460
Sydney 2001

Anti Discrimination Board NSW
Tel 02 4224 9960
PO 67
Wollongong East 2520

Human Rights & Equal Opportunity
Commission
Tel 1300 369 711
GPO Box 5218
Sydney 2001

What is client confidentiality?

For a lawyer or advocate to help you with your legal problem, it is important that you provide all information that is relevant to your legal matter. The information that you provide to your lawyer will be kept private and will not be passed on to anyone else without your permission. Lawyers must keep your conversations and documents confidential. Your lawyer is required by law to disclose information that relates to search warrants or information used to help someone commit a crime.

What is the interpreter's role?

To improve communication between yourself and your lawyer or advocate you may be offered the services of an interpreter who speaks your community language. Interpreters are bound by a professional code requiring them to explain your conversations accurately without changing anything. Interpreters are also required to keep your matter confidential, and act in a professional manner at all times. Except in an emergency, your lawyer or advocate will organise an accredited interpreter instead of a family member or friend. An accredited interpreter is preferred because they are bound by the professional code and because they have a high level of skill in both English (including legal language) and the community language.

If you have difficulty communicating in English and are involved in a situation involving the law, it is always better to use an interpreter. Usually an interpreter is provided by telephone or face-to-face. The services of an interpreter are free.

Interpreters are also used for people with hearing or speech disabilities.

Call TIS on 131 450 for a free interpreter and ask them to contact the Illawarra Legal Centre on 02 4276 1939 for free legal advice.

The Illawarra Legal Centre provides:

- free phone advice, information or referral
- community education
- free face to face advice on Thursday evenings by appointment
- free face to face appointments in cases of phone difficulties
- free interpreters

Phone Advice Times

General Law	(02) 4276 1939
Tuesday	2.30 pm to 4.30 pm
Wednesday	10 am to 12 noon
Thursday	2.30 pm to 4.30 pm

Welfare Rights	(02) 4276 1939
Tuesday	10 am to 12 noon

Financial Counselling	(02) 4276 1939
Monday	2 pm to 4.30 pm
Wednesday	9.30 am to 1 pm
Wednesday	2 pm to 3.30 pm

Tenancy	(02) 4274 3475 1800 807 225
Mon, Tues, Fri	9 am to 1 pm
Wednesday	9 am to 5 pm
Thursday	closed

National Relay Service for Deaf people
telephone 133 677

For a telephone interpreter telephone
TIS 131 450