

## Grants of Legal Aid

**Legal Aid provides legal advice and help in criminal law matters, and in a range of other matters, including child support, family relationships, child welfare, tenancy, debt, social security, public interest, coronial inquests and discrimination.**

Some services provided by Legal Aid are free. However, if you do need to apply for a grant of aid for representation in legal proceedings, your eligibility will be assessed against Legal Aid guidelines. This type of legal assistance is not always free. We may ask you to contribute to your legal costs.

If you are refused legal aid, or disagree with any conditions of your grant of aid you have a right to be told the reasons for the decision and to appeal the decision to an independent review committee.

## Complaints

We take all complaints seriously and will respond to them in a professional, fair and timely manner.



If you have a complaint about our service, a staff member, or a private practitioner funded by the Legal Aid Commission, contact the office you are dealing with by phone or in writing. We will try to resolve your issue immediately. If we cannot resolve the issue straight away we will refer your complaint to the most appropriate person to help you.

To find out more about the Commission and our services visit one of our offices or go to the Legal Aid website.

Legal Aid Commission of NSW

# Client Service Charter



Legal Aid  
NEW SOUTH WALES

[www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)

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## Our commitment to service

*The Legal Aid Commission of NSW aims to provide courteous, timely and professional legal services to every client.*

This Charter sets out the service standards that you can expect to receive when you use our services and explains how you can help us continue to meet your expectations.

## Our Mission

To deliver a range of innovative, high quality legal services to our clients and the community to assist them to resolve their legal problems.

## Our Vision

To ensure that people who are economically and socially disadvantaged can understand, protect and enforce their legal rights and interests.

## Our Values

- Integrity
- Professionalism
- Efficiency
- Equity
- Innovation

### We will provide:

- a safe environment for you and our staff.
- information to you on the services we offer.
- a respectful, courteous and professional service and listen to your concerns.
- responses to your enquiries and requests for information in an accurate and timely manner.
- access to services between 9.00am and 5.00pm Monday to Friday (except public holidays).
- a qualified interpreter, if you do not speak English.
- access to the the National Relay Service if you are hearing and speech impaired.
- a referral to an alternate contact point if we are unable to provide the service you need.

### You can expect:

- To receive the same level of service as all other clients.
- Our staff to observe the highest standards of ethical and professional behaviour.
- Our staff to be culturally sensitive to your needs.
- Our staff to be impartial and open with you in dealing with your inquiry or case, and to provide a realistic assessment of your case.
- Our staff to treat any information you give us as confidential, unless the law says otherwise.
- To be kept advised on the progress of your case or inquiry.
- To be promptly informed in writing about anything you need to do and what is likely to happen once your legal matter is completed.
- To have a decision about your application for a grant of legal aid reviewed if you disagree with that decision.

### How you can help:

**Let us know if your details change.** If you change your address, living arrangements or job while you are receiving our services, let us know as soon as possible.

**Be courteous to our staff.** We acknowledge that you may be frustrated and experiencing difficulties, however, our staff are here to help you.

**Meet the terms and conditions of your grant of legal aid.** These terms and conditions are explained in the letter you will receive from Legal Aid.

**Provide our staff with all the facts and circumstances of your case.** Tell us if you do not understand something and feel free to ask questions.

**Give our staff all relevant documents as soon as possible.**