

SUGGESTIONS AND COMPLAINTS

Clients may complain in writing or verbally to:

- The lawyer or other worker assisting them;
- The Principal Community Lawyer;
- The Executive Officer or board of Community West Inc; or
- An outside body.

Complaints will normally be dealt with by the Principal Community Lawyer, who manages the Centre. If the complaint is about the Principal Community Lawyer, the Executive Officer of Community West Inc will deal with the complaint.

All complaints will be dealt with seriously, promptly, confidentially and without affecting the client's right to access our services.

Complaints about legal services can also be made to:

Legal Services Commissioner
Level 9, 330 Collins St
Melbourne Vic 3000
T (03) 9642 0655
F (03) 9642 2147

HOW ARE WE FUNDED?

We are mainly funded by Victoria Legal Aid and the Commonwealth Attorney-General's Department. We also receive philanthropic project funding and private donations.

HOW DO YOU GET LEGAL ASSISTANCE OR MORE INFORMATION?

If you:

- Need legal assistance
- Need more information
- Want to become a member of the Centre
- Want to volunteer at the Centre
- Want to make a Tax Deductible donation to the Centre

Please contact us:

Brimbank Melton Community Legal Centre

Telephone: 9363 1811 Fax: 9360 4851
Email: info@communitywest.org.au
Web: www.communitywest.org.au

Deer Park Office:
822 Ballarat Rd, Deer Park 3023

Melton Office:
Suite 6, 3 Alexandra St, Melton 3337

Office Hours:

Both offices are open between 9.00am to 5.00 pm Monday to Thursday. The Deer Park office is also open 9.00am to 4.00pm on Friday. Interpreters can be provided on request.

We operate an evening advice service on the first and third Monday of the month at the Deer Park office. Appointments are necessary. An evening advice service at the Melton office will start in 2006.



Brimbank Melton Community Legal Centre

We provide **free legal services** to any person who lives, works or studies in the City of Brimbank, the Shire of Melton or Bacchus Marsh.

This brochure tells you what we do, what standards of service you can expect from us and what you can do if you think that those standards are not being met.

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WHO ARE WE?

The Centre is a program of Community West Inc, a not for profit community managed centre. The Centre has been providing free legal services to residents of Melbourne's outer western suburbs for over ten years.

WHAT IS OUR PURPOSE?

To provide a range of quality legal information, advice, casework, referral, education and law reform services delivered in a timely and accessible manner to the Brimbank, Melton and Bacchus Marsh communities.

DO YOU QUALIFY FOR ASSISTANCE?

We provide legal services to people who live, work or study in the City of Brimbank, the Shire of Melton and Bacchus Marsh.

We give priority to those who cannot afford a private lawyer and/or do not qualify for legal aid. As a general rule, if you can afford to pay for a lawyer, the Centre's assistance will be limited to referral (eg: we will refer you to an appropriate private solicitor).

Sometimes we also assist clients from outside our service area who are referred to us because another organisation has a conflict of interest, or because of our particular expertise.

If you don't live, work or study in our service area, call the Federation of Community Legal Centres on 9654 2204 to find your nearest community legal centre.

WHAT HELP CAN YOU GET?

We deal with issues including family law, family violence, intervention orders, car accidents, discrimination and employment issues, debt matters, crime, fines, prison issues, anti-terrorism issues, neighbourhood disputes and other civil issues.

The type and the extent of assistance we can provide you depends on a number of factors including:

- the nature of your legal matter;
- your ability to help yourself;
- the merits of your case;
- the availability of other assistance;
- the workload of the Centre.

Depending on these factors, we may refer you to a more appropriate service, provide you with legal advice on the phone or in person, prepare legal documents for you or negotiate on your behalf.

We have limited resources and a high demand for our service so we normally cannot represent clients in court. We can help you represent yourself.

COMMUNITY LEGAL EDUCATION

We can provide on-site community legal education on common legal issues to social groups, schools, classes, community centres etc by request. Interested groups should contact us.

LAW REFORM

We advocate for reform to create a better and fairer legal system.

OUR SERVICE PROMISE TO YOU

We will:

- Act honestly, ethically and professionally at all times
- Treat you with courtesy and understanding
- Be sensitive to cultural and linguistic diversity
- Ensure that our service is accessible taking into account location, facilities and hours of opening
- Respond to your request for service as promptly as possible
- Respect your dignity, privacy and confidentiality
- Respond to your requests for information in a way that is easy to understand
- Wherever possible, provide interpreters and/or other assistance required by you to ensure good communication

YOUR RESPONSIBILITIES

- Let us know if you have any particular problems or needs
- Give us complete and accurate information
- Let us know if you cannot keep an appointment
- Let us know if you change your contact details
- Act courteously to staff and volunteers of the Centre