

Client Charter

North Queensland Women's Legal Service's (NQWLS) vision is access to justice for all women living in North and Far North Queensland.

NQWLS seeks to advocate for and empower women by providing free, accessible and high quality legal advice and assistance. NQWLS also works holistically with the broader community by providing education to address injustice and inequity experienced by women.

As a client of NQWLS you can expect:

- To be treated fairly with, dignity, courtesy and respect and without discrimination
- To receive a high quality professional service in a safe and supportive environment
- To receive non-judgmental legal advice in plain English
- To be able to request an interpreter if necessary
- To be able to request an appropriate support person to be with you
- To have your personal information kept confidential
- To have access to your information
- To provide feedback, voice a concern or make a complaint

We ask that you:

- Treat staff, volunteers and other clients of the service with courtesy and respect
- Arrive on time for your appointment or let us know if you will be late or cannot make it
- Provide us with complete and accurate information about yourself and your situation
- Understand that the service cannot act for you as your lawyer in your legal matter. Demand for free legal help is high and any assistance the service provides beyond your legal advice appointment is by agreement only and at the discretion of the service.
- Make arrangements for the care of your children. Children are welcome at the service however not allowed into appointments unless they are infants.

We welcome your feedback, positive and negative, to inform service review and improvements.

If you would like to make a complaint about any aspect of NQWLS, please ask about our complaints procedure.