

Our Mission



Advocating Justice
for Women

Our Philosophy

Women's Legal Service (WLS) is committed to the creation of a society in which every woman:

- is safe from violence
- is able to tell her story, have it heard
- and respected
- receives a fair and just outcome from legal and social welfare systems.

My Notes:

.....

.....

.....

.....

.....

.....

.....

.....

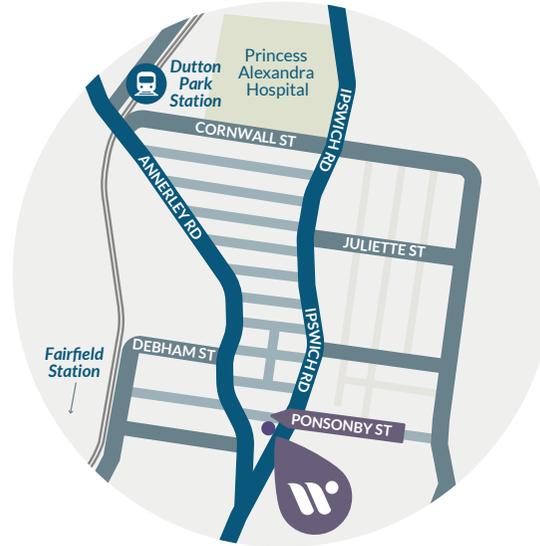
Contacting Us



**8 Ponsonby Street, Annerley,
Brisbane QLD 4103**

(Cnr Ponsonby St and Ipswich Rd,
entrance via Ponsonby St).

Our premises have wheelchair access.



Mail: PO Box 119, Annerley QLD 4103

Email: admin@wlsq.org.au

Website: www.wlsq.org.au



Administration Line

Phone: (07) 3392 0644

Fax: (07) 3392 0658

Helpline

Phone: 1800 WLS WLS (1800 957 957)

Monday - Friday, 9am - 3pm



Rural Regional Remote Advice Line

Phone: 1800 457 117

Tuesday 9:30am - 1:30pm



Women's Legal Service QLD

**Clients rights and
responsibilities**



Clients Rights

As a client of Women's Legal Service (WLS) you have the right to:

- + to be treated with courtesy and respect
- + to receive a service in a safe environment
- + to a professional service from qualified staff and volunteers
- + to non-judgemental legal advice, in plain English
- + to request an interpreter to be with you
- + due to the sensitive nature of information discussed it is best to have one on one appointments. However, you can request an appropriate supportive adult be with you
- + to have access to information about your matter held by WLS, and to have copies of documents where requested
- + to make a complaint and have complaints dealt within a fair and timely way
- + to confidentiality. Your personal information will not be released outside WLS, except in the following circumstances:
 - where you have provided permission
 - if there is a danger to yourself or others
 - if we are required by law



LGBTIQ Friendly



Women's Legal Service respectfully acknowledges the traditional peoples and homelands of the Jagera and Turrbul.

Our service strives to respect and embrace the Elders, holders and keepers of the traditional authorities. We commit to assisting and supporting all First Nations women.

Client Responsibilities

You have a responsibility:

- to treat staff and volunteers with courtesy and respect
- to care for your children while at WLS

Children at WLS



WLS welcome children to the service, but do not allow children into legal or social work appointments.

We take all reasonable steps to provide a safe and inviting space for women and children. However, your children's care remains your responsibility.

Women's Legal Service encourages, wherever possible, a women's only space in our offices.

Client Feedback



WLS welcome your feedback, positive and negative, to inform service reviews and improvements.

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

Information Privacy

When you contact WLS, we will ask you for information about yourself and your matter.

This information is necessary to assist you and for our own records.

We are required by law to keep your personal information confidential.

WLS are required to provide some non identifying client information to our funding bodies.

If you are asked for sensitive information, the staff member or volunteer must explain why the information is required.

Client Files

Client records are kept on file at WLS.

Unless there are extenuating circumstances, files are destroyed seven (7) years after the finalisation of your matter.