


WHERE?

HEAD OFFICE:

 5 Ponsonby Street, Annerley,
Brisbane QLD 4103

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

WITH ADDITIONAL LOCATIONS AT:

- Brisbane City
- Gold Coast
- Caboolture
- Ipswich

Our premises have wheelchair access.



PUBLIC TRANSPORT OPTIONS

Please contact Translink for timetable details on www.translink.com.au or 13 12 30.

Our closest bus stop is Annerley Junction on Ipswich Road. Our closest train station is Fairfield (Beenleigh Line). It is a 10-15 minute walk to reach us up a steep hill.

CONTACT US

STATEWIDE LEGAL ADVICE HELPLINE:

1800 WLS WLS (1800 957 957)

Monday – Friday: 9am – 4.30pm

Information and appointments for women.



OFFICE HOURS:


Monday – Friday: 9am – 5pm

We are closed on public holidays.

*Please note legal advice cannot be provided via the administration line or email.




ADMINISTRATION LINE:

 (07) 3392 0644  (07) 3392 0658

 PO Box 119, Annerley QLD 4103

 admin@wlsq.org.au  www.wlsq.org.au

CONNECT HERE:

-  [womenslegalservice](https://www.facebook.com/womenslegalservice)
-  [Women's Legal Service Queensland](https://www.linkedin.com/company/womens-legalservice-queensland)
-  [womenslegalservicequeensland](https://www.instagram.com/womenslegalservicequeensland)

FUNDED BY:



Women's
Legal Service Qld

HOW TO PROVIDE FEEDBACK

PROVIDING FEEDBACK

As a client of Women's Legal Service Queensland (WLSQ) you have the right to make a complaint and have complaints dealt with in a respectful, fair and timely manner.

Women's Legal Service Queensland welcomes your feedback, whether positive or negative, to inform service reviews and improvements.



RESOLVING COMPLAINTS

Women's Legal Service Queensland recognises that many complaints can be resolved through informal discussion with a staff member.

Depending on the seriousness of the complaint, the staff member may seek your permission to discuss the matter with their supervisor and/or the CEO. If

you are not satisfied with the informal resolution, or if you are not comfortable raising your complaint with the staff member, you can make a complaint directly to the CEO of Women's Legal Service Queensland.

COMPLAINT PROCEDURE

To make a formal complaint about any aspect of Women's Legal Service Queensland, you can contact the CEO.

A complaint may be made to Women's Legal Service Queensland:



IN PERSON:

with the relevant staff member or CEO



BY PHONE ON:

(07)3392 0644



BY POST TO:

PO Box 119, Annerley QLD 4103



BY EMAIL TO:

feedback@wlsq.org.au

Upon receiving a complaint, Women's Legal Service Queensland will:

1. document your complaint
2. write to you to confirm we have received your complaint and explain what is being done to resolve your complaint

Wherever possible, complaints will be investigated and resolved within 28 days.

COMPLAINT REVIEW



If you are not satisfied by the proposed resolution of a complaint, you may seek a complaint review.

Complaint reviews can be requested by writing to the Chair of the board.

CONFIDENTIALITY

All information regarding your complaint will be kept private to those directly involved in the complaint and its resolution.



Women's Legal Service Queensland acknowledges the Traditional Custodians of the lands on which we live and work, particularly the Turrbul, Yuggera, Kabi Kabi / Gubbi Gubbi, Ugarapul peoples and the Yugambeh Language Region on whose lands our offices sit. We recognise their continuing connection to this Country, its waters, and culture.

We acknowledge that their sovereignty was never ceded. We pay our respects to Elders, past and present, and we especially honour First Nations women and the traditions they carry.



CONTACT US
FOR MORE
INFORMATION

