

WHERE?

HEAD OFFICE:

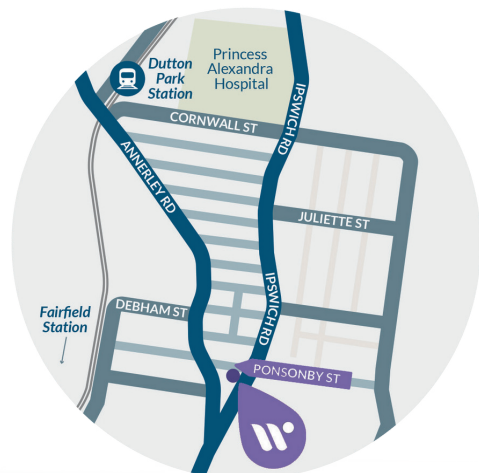
 5 Ponsonby Street, Annerley,
Brisbane QLD 4103

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-legal-service-queensland)
-  [womenslegalservicequeensland](https://www.instagram.com/womenslegalservicequeensland)

FUNDED BY:



CLIENTS RIGHTS AND RESPONSIBILITIES

CLIENT RIGHTS

As a client of Women's Legal service Queensland (WLSQ) you have the right:

- 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 have access to information about your matter held by WLSQ, and to have copies of documents provided when requested
- to make a complaint and have complaints dealt with in a fair and timely way
- to confidentiality. Your personal information will not be released outside WLSQ, 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

Your rights as a victim of a violent crime:

The Office of the Victims' Commissioner has detailed information to help victims of violent crime understand their rights.

The Charter underscores the commitment of all Queensland agencies to treating all victims of violent crime with consistency and care, minimising the risk of further trauma.

If a victim believes their rights under the Charter have not been upheld, they can:

- Make a complaint to the agency that they believe didn't uphold their right or
- Make a complaint to the Office of the Victims' Commissioner

CLIENT RESPONSIBILITIES

You have a responsibility:

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

CLIENT FILES

Client records are kept on file at WLSQ.

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

INFORMATION PRIVACY

When you contact WLSQ, 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.

WLSQ are required to provide some nonidentifying 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. You can access our privacy policy in our website.

CLIENT FEEDBACK

WLSQ welcome your feedback, positive and negative, to inform service reviews and improvements. You can access our complaints and feedback policy on our website.

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



WLSQ 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

