

# WHERE?

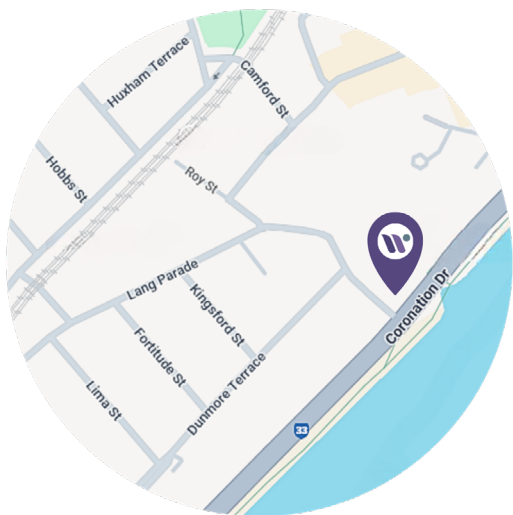
## HEAD OFFICE:

🏠 Level 3, 349 Coronation Drive,  
Milton, Brisbane QLD 4103

## WITH ADDITIONAL LOCATIONS AT:

- Brisbane City
- Ipswich
- Gold Coast
- Caboolture

Our premises have wheelchair access.



## PUBLIC TRANSPORT OPTIONS

Please contact Translink for timetable details on [www.translink.com.au](http://www.translink.com.au) or 13 12 30.

Our closest bus stop is Stop 7 outside our building on Coronation Drive. The closest train station is Auchenflower, about an 800m, 9-minute walk.

# 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 1172, Milton QLD 4064

✉ [admin@wlsq.org.au](mailto:admin@wlsq.org.au) 🌐 [www.wlsq.org.au](http://www.wlsq.org.au)

## CONNECT HERE:

f womenslegalservice

in Women's Legal Service Queensland

📷 womenslegalservicequeensland

## FUNDED BY:



**DELIVERING  
FOR QUEENSLAND**



**Queensland  
Government**



# 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 within 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



WLSQ respectfully acknowledges the traditional custodians of the land on which we live and work. We pay our deepest respects to elders, past, present and emerging, and recognise their continuing connection to the land, waters and culture. We especially honour First Nations women and the traditions they carry.

# 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.

## 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.

## For more information:

<https://www.victimscommissioner.qld.gov.au>



Office of the  
Victims' Commissioner



CONTACT US  
FOR MORE  
INFORMATION

