



CLIENT INFORMATION

Important Information

Thank you for consulting with Community Justice Services SA Ltd (CJSSA). This document sets out some information about this Service. CJSSA is committed to ensuring you have access to a quality service. We provide free and confidential legal advice, information and referral. For eligible clients, we provide on-going casework and arrange court representation.

CJSSA is an independent not-for-profit community organisation. We assist people who live in the southern areas of Adelaide, the Fleurieu Peninsula, Limestone Coast and the Riverland.

You are required to advise this office **immediately** if there are any changes to your contact details such as your address or contact phone numbers. We take no responsibility for any delays or problems with your matter, should you fail to provide this information.

Information and Confidentiality

All information you provide to CJSSA is strictly confidential. Staff and volunteers are bound by law and Service policies and procedures not to divulge any information provided by you, without your permission.

Privacy

CJSSA recognises the importance of, and is committed to, protecting and upholding the privacy and rights of individuals, in relation to your personal information. When collecting your personal information, reasonable steps will be taken to ensure that you are aware of:

- What types of personal information CJSSA collects and holds;
- Why CJSSA, collect, hold, use and disclose your personal information;
- How CJSSA collects your personal information;
- What happens if we can't collect your personal information;
- Who CJSSA disclose your information to;
- Accessing and correcting your personal information.

For a full copy of the Community Justice Services SA Ltd [Privacy Policy](#) please refer to our website, alternatively, contact Admin on 8384 5222 or southern@communityjustice.org.au

Your Rights

You have the right to:

- Know what will happen when you talk to us and confidentiality in your matter.
- Receive information and legal advice.
- Access to the grievance procedure.
- Be given information about another Service, if you are not satisfied.
- Access an interpreter.

- Be listened to, taken seriously and to ask any questions you have.
- Withdraw from legal action with us at anytime.
- Have your culture and background respected.

Your responsibilities

We are committed to providing a positive and respectful service. In return, we expect that our clients will be courteous to staff, volunteers and other visitors. Aggressive or intimidating behaviour and offensive language will not be tolerated and, if used, may prevent CJSSA from providing advice or services.

Donations*

Whilst this service has been provided at no cost, considerable resources have been used to assist you. We therefore ask, if possible, that you make a donation to assist us with ongoing service delivery. We sincerely thank you for any donation that you are kind enough to make. We accept cash, cheque/money order or alternatively, donations can be made via EFT to our nominated Bank account as follows:

Beyond Bank
Community Justice Services SA Ltd
BSB: 325 - 185
Account Number: 04044820
Ref: Your name
*Receipts can be provided upon request.

Complaints

CJSSA has a client complaints process, in the event you are not satisfied or have any suggestions. If you have any concerns, firstly, please speak to the worker who has dealt with your matter to see if your concerns can be resolved. If you are not satisfied with the outcome, please submit a written complaint to the CEO at:

southern@communityjustice.org.au or

PO Box 480
NOARLUNGA CENTRE SA 5168

For a copy of CJSSA's Client Complaints policy please contact admin on 8384 5222 or

southern@communityjustice.org.au

If you are not satisfied with our response to your complaint, you may contact the Health & Community Services Complaints Commissioner on 8226 8666 or the Legal Profession Conduct Commission on 1800 337 570.