

Annexure A

Client information sheet

1. Your lawyer will:

- explain our services and how you can use them
- be courteous and approachable
- listen to you, treat you as an individual and try to meet your special needs
- use language you can understand
- ensure your confidentiality
- provide up-to-date, accurate and appropriate information, advice and representation
- discuss your legal problem and help you understand your options, including availability of legal aid.

2. As a legal aid client, you should:

- tell us when you change your address or phone number
- keep your legal appointments or phone us if you are unable to attend
- be open and honest when talking about your legal problem
- ask if you do not understand what is happening in your case
- check all instructions carefully before signing documents
- tell us about any changes in your financial circumstances
- provide information and documents when asked.

Your lawyer is:

The name of their legal practice is:

Telephone number:

Costs

Initial contribution

Depending on your income and assets, you may be asked to pay something towards the costs of your case. This is called an initial contribution. This contribution must be paid before your lawyer can start handling your case. You can get information about how your contribution will be calculated from the Grants Handbook on the Legal Aid Queensland website at:

<http://www.legalaid.qld.gov.au/about/Policies-and-procedures/Grants-handbook/Pages/default.aspx>

Alternatively, you may speak to your lawyer or you can call Legal Aid Queensland's client information centre on 1300 65 11 88.

Retrospective contribution

If you receive money or preserve your right to money or property as a result of your case, you may be asked to pay back all or some of what Legal Aid Queensland spent on your case. This is called a retrospective

contribution. You can get information about how your contribution will be calculated from the Grants Handbook on the Legal Aid Queensland website at:

<http://www.legalaid.qld.gov.au/about/Policies-and-procedures/Grants-handbook/Pages/default.aspx>

Alternatively, you may speak to your lawyer or you can call Legal Aid Queensland's client information centre on 1300 65 11 88.

If you are not satisfied with the service, you should:

1. Talk to your lawyer who is responsible for your case.
2. If you are still dissatisfied with the service after talking to your lawyer, please contact your lawyer's professional supervisor.
3. If you are still not satisfied with the service after talking to your lawyer or their professional supervisor, you can write a letter to Legal Aid Queensland's chief executive officer outlining the details of your complaint, or you can make a complaint online at:
<http://www.legalaid.qld.gov.au/about/Pages/Complaints-compliments-suggestions.aspx>