

Annexure A — Client information sheet

1. Your legal representative 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 legal representative is:

The firm name 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 Legal Representative can start handling your case.

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. If necessary, your legal representative will give you an estimate of how much you will have to pay.

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

1. Talk to your Legal Representative who is responsible for your case.
2. If you are still dissatisfied with the service after talking to your Legal Representative, please contact your Legal Representative's supervising solicitor.
3. If you are still not satisfied with the service after talking to your Legal Representative or supervising solicitor, you can write a letter to the Chief Executive Officer of Legal Aid Queensland outlining the details of your complaint.