



# Our service promise to children and young people

If you're a child or young person asking Legal Aid Queensland for help about your legal rights or your legal matters, we promise to:

## Understand you

- understand what's going on in your life that can make it difficult for you to talk to lawyers and to access the legal system
- respect your culture
- know what research says about children and young people and use it to help us understand you or question it when we need to

## Communicate in a way you understand

- make sure we know the safe and best places to send your mail, call or email you
- plan for meeting with you by thinking about what we have to explain to you and what we need you to understand
- make sure you understand what can happen if you're giving a lawyer directions (lawyers call this giving instructions)

## Do a good job

- be prepared for when we talk to you by reading all the documents (paperwork), doing research and explaining all your options
- explain our role, what we can and can't do for you, and where to go to if we can't help you with a problem
- find other services that can support and help you if we can't
- understand you may rely on adults in your life to get the legal help you need; we will work with them when we can and will explain when we can't