

Client Information

Head Office

441 Nepean Highway
Frankston Vic 3199
dx 19953 Frankston
Melway Ref: 100A C6

t (03) 9783 3600
1800 064 784 (0359 std only)
f (03) 9770 5200
e pclc@pclc.org.au

Monday to Friday 9am - 5pm

www.pclc.org.au

Reg A8T
ABN 23591244622

Session Times

Telephone
Advice
9783 3600

Monday to Thursday
9.00am
(call at 9.00am to register)

Advice by
Appointment

Head Office
Bentleigh East Rosebud
Cranbourne Pines

Visiting
Service

Hastings
Chelsea
Clayton

Free Legal Services

Bentleigh East

82 Brady Road
Bentleigh East Vic 3165
Melway Ref: 78 A4
Monday & Thursday evening
By appointment only

t (03) 9570 8455

Cranbourne

Suite 12, 33-39 High Street
Cranbourne Vic 3977
Melway Ref: 133 J5
Monday to Friday
9am - 5pm

t (03) 5995 3722

Pines

28 Mahogany Avenue
Frankston North Vic 3200
Melway Ref: 99 J8
By appointment only

t (03) 9786 6980

Rosebud

1375 Point Nepean Road
Rosebud Vic 3939
Melway Ref: 170 B1
Monday, Wednesday & Thursday
9am - 5pm

t (03) 5981 2422

Welcome to Peninsula Community Legal Centre

Peninsula Community Legal Centre is an independent, not-for-profit organisation that has been providing free legal services since 1977. We pride ourselves on providing high quality services that are accessible and responsive to the needs of our community. Our free legal services are provided by staff and volunteers who are qualified lawyers or trained advocates working under the supervision of our Principal Lawyer.

Can we help you?

You may be eligible for free legal advice if you live, work or study in our catchment area. For most legal issues, that includes the local government areas of Frankston, Mornington Peninsula, Casey, Cardinia, Kingston and Glen Eira.

Our Tenancy Assistance and Advocacy Program assist clients across a larger catchment area: Southern Metropolitan and Eastern Metropolitan Regions.

We may also be able to refer you to other services that can help you.

What do you need help with?

Free legal advice is available to most people, but ongoing assistance is subject to guidelines that prioritise clients experiencing disadvantage.

We are able to help with most areas of law and commonly assist clients with family law, family violence, tenancy, fines, neighbour issues, motor vehicle accidents and debt-related issues. We cannot assist with business law or conveyancing.

How much will it cost?

Our services are completely free, however in some cases there may be cost payable to other parties, such as courts or process servers (called disbursements). We will let you know whether you need to pay disbursements and how much they are likely to be.

When won't we help?

We will not be able to assist you if we do not have adequate resources, the matter is outside our guidelines or a conflict of interest arises. You can read our **Conflict of Interest** brochure on our website www.pclc.org.au or ask one of our workers for a copy.

We may also refuse to assist you if you behave in a way that we consider is detrimental to your legal issue, aggressive or otherwise unacceptable.

Do you have special requirements?

We are committed to making our services accessible. If you have any special requirements, please let us know and we will try to help.

If you need an interpreter, we can organise a telephone or onsite interpreter for you.

You may bring a support person when attending the Centre.

Your privacy

Your privacy is important to us and we comply strictly with legal requirements, as well as having our own policy to ensure that your privacy is protected. You can read our **Client Confidentiality & Privacy Policy** brochure on our website www.pclc.org.au or ask one of our workers for a copy.

We are required to collect some information about you to meet our legal practice requirements. Any personal information used for reporting and forward planning is de-identified, so that you cannot be recognised from it. We never release your name or contact details to anyone without your consent.

Your feedback

Client satisfaction is important to us and we welcome your feedback about our free legal services. We conduct *Client Satisfaction* Surveys for a two week period each year – or you can tell us or write to us about your experience. You may also like to leave comments in our 'Suggestions Box', located in the reception area of each of our offices.

If you are not satisfied with our service, you can make a complaint. We understand that it can be difficult to make a complaint and we will always try to deal with your concerns seriously, promptly and confidentially. You can make a complaint by talking to us or writing to us. A copy of our **Services User Complaints** brochure is available on our website www.pclc.org.au, or you can ask a worker for a copy. Complaints about lawyers may also be made to the Legal Services Commissioner on 1300 796 344 or www.lsc.vic.gov.au.

Would you like to know more?

We have lots of information about our services on our website www.pclc.org.au – or you are welcome to phone us on 03 9783 3600 or visit our offices during opening hours.

