



community law

free legal help

wellington and hutt valley

Information about Community Law's outreach clinics

Our ground rules

- Respect yourself and others
- Use respectful language – no swearing
- Keep calm
- Community Law is a safe space – no violent or anti-social behaviour
- We respect everyone – no discrimination or harassment
- Please try to stick to the issue you came in to discuss

Your privacy

We'll keep all your personal information confidential, and, unless required by law, we'll only use it to help you resolve your issue, and for quality assurance and insurance purposes.

The limited circumstances where a lawyer is required to share confidential information include if it is ordered by the court, if the information is necessary to prevent serious risk to harm or safety of any person, or if the information relates to an *anticipated* crime that is punishable by 3 years or more. We may also use your information for our and our third-party funders' statistical purposes, but never in a way where you will be personally identifiable.

You have the legal right to see any personal information we hold about you and to ask us to correct it if you think it's wrong. You don't have to give us your personal information, but if you decide not to this could affect the level of service we're able to provide you with.

Sometimes we can't help you with your legal issue:

- We don't give advice to landlords, employers, businesses, or people in disputes with Wellington community groups.
- We don't prepare or witness wills, powers of attorney, separation or relationship property agreements.
- We don't give advice about land and property transactions or about administering estates (dealing with the property of someone who has died). But we can give advice about Māori land and give advice to tenants about renting issues.
- Sometimes we will restrict repeat use of our services on the same legal issue, to make sure that we're available for our other clients.
- Sometimes we will also restrict access to our services to clients who breach our ground rules. In either case we will let you know before restricting access.
- If we can't help you with your problem, we may be able to give you some basic legal information and give you the names of some private lawyers you can speak to.

Your rights when seeing a lawyer

Rules of Conduct and Client Care

The Rules of Conduct and Client Care for Lawyers require us to give you the following information before you see one of our volunteer lawyers.

How lawyers treat you and talk to you

- Your lawyer must treat you fairly, respectfully and without discrimination
- Lawyers have to give you clear information and advice

Protecting you and your interests

Lawyers must protect and promote your interests, including your privacy

Carrying out the work

- Your lawyer must act competently, follow your instructions, and do the work on time
- They must discuss your objectives with you and how best to achieve them
- They have to tell you about the work that will be done, who exactly will do it, and how they'll do it.
- They have to keep you informed as the work is being done and tell you when it's finished

Fees

Any fee you're charged has to be fair, and you must be told how and when you will have to pay (but Community Law doesn't charge fees).

Complaints

Your lawyer has to tell you how to make a complaint, and they have to deal with any complaint quickly and fairly.

Making a Complaint

If you are unhappy about the service you've received from us, we encourage you to use our Complaints Procedure. You can find out more about this by asking at the reception desk or emailing info@wclc.org.nz

The Law Society also has a complaints service. You can contact them at: www.lawsociety.org.nz | 0800 261 801 | complaints@lawsociety.org.nz

Professional Indemnity Insurance

We hold professional indemnity insurance that meets the minimum standards set by the Law Society. We can give you details about this if you ask at reception.

Lawyers' Fidelity Fund

The Law Society maintains a fund of money, the Lawyers' Fidelity Fund, which provides protection for people if any of their money is stolen by their lawyer. Community Law's legal services are free and we don't receive or keep any money or valuables on trust for our clients, so the Fidelity Fund isn't relevant to our services.



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www.wclc.org.nz
info@wclc.org.nz
Te Awa Kairangi | 04 568 8964
Te Whanganui-a-Tara | 04 499 2928