



## How can you provide feedback

We value your feedback on your experience with YLS and how we can improve our services. We also want to know if you believe you have not been treated fairly and reasonably by us or by someone delivering services on our behalf.

You can give us this feedback by:

- Talking directly to a staff member.
- Asking to speak to a more senior staff member.
- Submitting a completed hardcopy Feedback and Complaints form.
- The Feedback and Complaints form is also available online on the YLS website.
- Providing feedback and complaints via telephone on **Perth 9202 1688** | **Regional 1800 199 006**. (Anonymous complaints may be made by telephone, as above.)



## CONTACT US

Suite 3, 12 St Georges  
Tce, Perth WA 6000

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**Perth** 08 9202 1699  
**Regional** 1800 199 006

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Please call us to make an appointment  
before you visit.

We are open 9am to 4pm,  
Monday to Friday

[youthlegalserviceinc.com.au](http://youthlegalserviceinc.com.au)



## INFORMATION FOR CLIENTS

**youth**  
LEGAL SERVICE





## Information Youth Legal Service collects

When you contact Youth Legal Service (YLS) you will be asked to provide some information about yourself, your situation and other people involved.

We need to ask these questions for two reasons.

Firstly, to make sure we have the right information to give you the legal advice you are seeking.

Secondly, YLS is funded from the government to provide you with a free legal service. As part of our funding agreement, we have to provide de-identified statistics to the government, for example, total number of clients assisted, number of male, female and gender diverse clients.

## Protecting your information

YLS will ensure all the information you provide to us is kept in a secure manner and is only accessible to those staff members who have the authority to access your records.

Apart from de-identified data for reports to the government as required by our Funding Agreement, YLS will not make your information available to any other person or organization without your permission and authority.

## Can I access your information?

Yes, you may at any time request access to the personal information we have on your file. If you would like to access this information, please email or write to:

Youth Legal Service  
Suite 3, 12 St Georges Tce, Perth WA 6000

or

[yls@youthlegalserviceinc.com.au](mailto:yls@youthlegalserviceinc.com.au)

Please allow us 14 days to retrieve your file as it may be archived.

## Archiving

Your file will be retained and securely archived by YLS for a period of not less than 8 years from the date your matter was closed. Prior to closing your file, we will write to you to advise you in writing your file will be closed and archived.

## Would you like to know more?

If you would like to know more or have any issues or concerns about the way, we use and store your personal information please write or email us at the above address.

## Our Commitment to you

YLS is committed to providing you with high quality legal services. We will work with you to make sure you get the support and assistance that is right for you.

Our commitment is also available on our website:  
[www.youthlegalserviceinc.com.au/child-safety/](http://www.youthlegalserviceinc.com.au/child-safety/)

## How you can help us

You can help us provide a quality service to you by:

Providing us with complete and accurate information about yourself and your situation.

Telling us if things change or you cannot keep an appointment or commitment.

## How we manage complaints

We want to resolve complaints openly, honestly and quickly. We will deal with your complaint in accordance with the YLS Complaints Management Policy, which is available on the YLS website at  
[www.youthlegalserviceinc.com.au](http://www.youthlegalserviceinc.com.au).