**CLIENT SERVICE AGREEMENT**

The Greater Sydney Aboriginal Tenants Service (GSATS) will provide the following services. **All clients must sign an Authority to Act form before GSATS can act on your behalf.**

1. **GSATS agrees that:**
2. Advice will only be given by a trained Tenancy Worker or a Solicitor.
3. All letters and documents will be signed by a client or Tenancy Worker.
4. The Tenancy Worker acting for the client undertakes to act expressly on the instructions of the client.
5. GSATS is a FREE SERVICE but will require the client to pay for any fees required to lodge an application with the NSW Civil and Administrative Tribunal (NCAT).
6. If GSATS becomes aware of a conflict of interest, GSATS will cease to act for the client and close the file, and if possible we will arrange a suitable referral for the client.
7. At the end of the case, GSATS will return any original documents provided by the client.
8. When a file is closed it is kept in storage by GSATS for a minimum period of 7 years.
9. **The client understands and agrees that:**
10. The tenancy service is provided by GSATS which is auspiced by Aboriginal Legal Service (NSW/ACT). The client’s file remains the property of GSATS.
11. GSATS will provide assistance to the client based on its intake and policy guidelines, and to the extent that is possible having regard to its resources. If GSATS can assist the client at the NCAT, the client will be advised in advance of each appearance before the NCAT.
12. The client matter may be discussed with other Tenancy Workers at case meetings within GSATS on a confidential basis. The client’s file may be reviewed on a random basis by Solicitors from other Legal Services under the Professional Indemnity Scheme.
13. The client will reimburse GSATS for any money paid for the NCAT application costs.
14. If the client does not respond to the correspondence within a reasonable time, the client’s file may be closed by GSATS. The client will be notified should the file be closed.
15. If the client withholds information which is relevant to their matter from the Tenancy Worker, GSATS may cease to represent the client and close their file.
16. The client will notify GSATS immediately of their change of address and phone number.
17. **Complaints**

If the client is unhappy about the way their matter has been handled by GSATS, they should discuss the matter directly with the Tenancy Worker that is assisting them. If that is not possible, the client can contact the GSATS Co-ordinator to discuss their concerns.

Name: (Please Print) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_/\_\_\_\_\_\_/20\_\_\_\_