# values

## service excellence

we will not offer it - we will deliver it.

## people focus

people focus is the right focus.

## diversity

people valuing people.

## accountability

strong accountability ensures strong performance.

### collaboration

partnership with our stakeholders.



### service excellence

We provide free and low –cost legal services to people who meet the eligibility criteria (see below). Depending on your circumstances we may provide information. Advice, assistance or representation.

Please note: our contracted representation hours are limited and rigorous screening for accessing this category for our service applies.

## eligibility criteria

To be eligible for our services you must:

Reside in South Auckland\*, Franklin District and Otahuhu (for legal services) and not qualify for legal aid: and

Have an annual income below the following: \$48,152 (single applicant, no dependents) \$57,641 (single applicant +1 dependent) \$64,775 (single applicant + 2 dependents) \$73,608 (single applicant + 3 dependents) \$82,253 (single applicant + 4 dependents) \$91,949 (single applicant + 5 dependents or more)

You must provide photo ID (passport or drivers' licence), proof of address and proof of income.

#### service areas

Some of the legal service areas we can assist with are; family law, debt, traffic, tenancy (tenants only), civil disputes, employment matters (employees only), insurance, minor police matters, consumer, immigration, welfare (WINZ), Housing New Zealand and Māori land.

We do not assist with matters relating to Trusts, Companies or Corporate law.

#### family legal advice services

We are approved by the Ministry of Justice to provide Family Legal Advice (FLAS). FLAS is available for disputes involving children.

Contact us to find out more.

#### referral services

If we are unable to help you with your matter we can give you names of private lawyers and/or legal aid lawyers.

We can also refer you to other community organisations if you have non-legal issues you need help with.

#### service areas

Book an appointment to speak with us. Please note that we will only provide advice over the phone in exceptional circumstances.

### offices and outreach

#### OTAR#

CLSA Office 120 Bairds Road Otara Town Centre

Appointments: Monday-Friday

#### **PAPAKURA**

299 Great South Road Papakura

Appointments: Monday– Friday

#### **PUKEKOHE**

Franklin Family Support Services 205 King Street Pukekohe

Appointments: First Thursday of every month.

