## Client Service Charter

### Service Description

- Provide legal advice
- Draft or review documents
- Act as advocate in disputes or litigation

### What Clients Can Expect From Us

- No charge for in-house legal services
- We will generally acknowledge your request within 2 business days or earlier if urgent and tell you the name and contact details of the lawyer handling your matter
- A lawyer will generally contact you within 5-8 business days (or earlier if urgent) to discuss your request
- While we will try to meet your deadline, we may need to negotiate this with you, depending on workload and level of importance
- If we need to engage an external lawyer and charge those costs to you, we will discuss this with you first
- If your request involves a dispute or litigation, we will give you information about the need for confidentiality (including legal professional privilege)
- Legal advice is independent and candid (but tactful) and takes into account the University’s corporate interests
- Legal advice is in plain English, practical and, where appropriate, include risk/benefits analysis and options
- Documents we draft will be user-friendly
- If appropriate, we can help with negotiations with third parties
- We take our professional and ethical obligations as lawyers seriously

### How This Is Measured

- We send you an acknowledgement of your request within 2 business days (or earlier if urgent) and tell you which lawyer is handling it
- One of our lawyers contacts you promptly to discuss your request, including timeframes
- You are told as early as possible if we need to engage an external lawyer, what the potential costs are and who pays for them
- We send you agreed advice or documents by the agreed deadline
- You understand our advice (even if you don’t agree with it) and understand any risks or other issues we draw to your attention
- Our documents are in a user-friendly format and in plain English
- Our documents reflect the University’s corporate interests and expectations
- If your request involves a dispute or litigation, you understand the need for confidentiality in communications between you and us and potential risks

### What We Expect From Clients

- You send your request through legal@uws.edu.au, and **not** to an individual lawyer in OLC. This allows us to record and allocate your matter to a lawyer promptly
- You obtain clearance from your Dean or Head of Unit (Level 10 or higher) before you can instruct us
- You comply with all UWS policies and processes (eg, Procurement, Tender, Commercial Activities)
- You obtain all clearances and approvals from the authorised delegate
- You give us accurate and up to date instructions and documents
- If negotiating a contract, you have a clear idea of the University’s interests and expectations for the transaction, including “deal breakers”
- You seek input/feedback from any other UWS stakeholders (if any)
- If urgent, you tell us your preferred deadline and why it is urgent
- If the matter involves a dispute or litigation, you treat all communications between you and us as confidential, and only share with others within UWS on a strictly “need to know” basis (and ask us first if unsure)
- You give us accurate and up to date information and documents
- You understand clearly the nature and scope of your request and requirements, including deadlines
- The Dean or Head of Unit approves your request to instruct us
- Your expectations (including any deadlines) are realistic, taking into account the nature and complexity of your request
- You understand the nature and scope of the transaction, including the University’s interests and expectations
- You seek input/feedback from any other UWS stakeholders
- If your request involves a dispute or litigation, you keep all communications between you and us confidential and only share those communications with others in the University on a strictly “need to know” basis

### Service Outcomes

- We understand clearly the nature and scope of your request and requirements, including deadlines
- You give us accurate and up to date information and documents
- The Dean or Head of Unit approves your request to instruct us
- You understand and comply with all requirements of all relevant UWS policies and processes (eg, Procurement, Tender, Commercial Activities)
- You obtain all necessary clearances or approvals from the authorised delegate
- Your expectations (including any deadlines) are realistic, taking into account the nature and complexity of your request
- You understand the nature and scope of the transaction, including the University’s interests and expectations
- You seek input/feedback from any other UWS stakeholders
- If your request involves a dispute or litigation, you keep all communications between you and us confidential and only share those communications with others in the University on a strictly “need to know” basis

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**Need more information about OLC and our services?** Please visit [uws.edu.au/olc](http://uws.edu.au/olc) or contact us on +61 2 9685 9895 or email legal@uws.edu.au

**Have a complaint or concern?** Please call Helen Fleming, General Counsel, on +61 2 9685 9895 or email h.fleming@uws.edu.au