

Information, Advice & Representation collection notice

Legal Aid WA (*we, us, our*) may collect your personal information when you request or receive either information, advice or representation from us. This notice explains how we collect and handle your information.

We manage your personal information in accordance with the *Privacy and Responsible Information Sharing Act 2024 (WA)* and the *Legal Aid Commission Act 1976 (WA)*.

What personal information do we collect?

The information we collect about you will vary depending on the type of assistance you receive and the team providing that assistance.

Information we may collect from you includes:

- personal and contact details
- relationship status and family details
- cultural identity and language information
- disability and/or mental health details
- details about your financial circumstances
- details about your legal matter (including other parties)
- details about your non-legal matter
- details about your enquiry or complaint
- other sensitive information such as details about family violence, abuse, risk of abuse or if applicable, any criminal history

Not all the above questions are compulsory and will largely depend on the type of assistance you are seeking.

How do we collect this information?

Usually, we will collect this information directly from you. In some instances, we may collect information from:

- authorised third parties (such as someone you give permission for us to speak with, or a guardian or administrator)
- documents provided to us
- courts and justice system agencies (such as police, prosecution authorities, prisons etc) (information such as charge details, criminal records and prison location)
- other organisations that you consent to us receiving information from (such as medical providers, community legal centres and other relevant organisations)
- other State and Commonwealth agencies

Why do we collect this information?

We collect personal information to:

- contact you or an authorised third party about your enquiry or complaint
- assist with your legal and related non-legal problems
- provide legal and non-legal assistance
- perform conflict checks (as may be required by law)
- make referrals to other services
- plan and report on our services (for example, our funding agreements with State and/or Commonwealth Government may require collection of certain information)

This notice will take complete effect from 1 July 2026.

Last updated: 13.05.2026

When might we share this information with someone else?

We generally only share information with external parties in order to provide you the assistance you request or require.

Some circumstances where information may be shared externally include:

- where you consent to us sharing your information
- with authorised third parties (where you have consented or requested this)
- with private legal practitioners (in most cases they are on our [practitioner panels](#)) (for example, where a conflict voucher is issued)
- with courts and justice system agencies (such as police, prosecution authorities, prisons etc) (for example, we may provide your personal details to obtain a copy of your criminal record)
- with government bodies for reporting and statistical purposes (such as the Australian Bureau of Statistics) (the information is shared in de-identified form)
- with other agencies or organisations as part of our audit and compliance duties (such as private authorised audit firms)
- where otherwise required or authorised by law

What if you don't provide this information?

Whether you can receive assistance without providing information depends on the type of assistance you are seeking. For general information or to make a complaint, you can generally do so anonymously and do not need to provide extensive personal information.

For advice and representation, personal information will generally be required but you can speak with a staff member or contact us on the details below to find out more.


If you wish to request access or correct your personal information


Visit our [Freedom of Information](#) webpage for more information (<https://www.legalaid.wa.gov.au/get-legal-help/your-rights-client/freedom-information>).

If you have a question or want to make a complaint about privacy

For more information about how your personal information is handled, or to make a complaint, please contact Legal Aid's Privacy Officer:

 privacy@legalaid.wa.gov.au

 *Privacy Officer*
Legal Aid WA
PO Box L916
PERTH WA 6842

 In person at one of our offices, such as our Perth office at:
32 St Georges Terrace
PERTH WA 6000