

**Your Rights and Responsibilities at Justice Centre Hong Kong**

As a Justice Centre service user, you have the **right** to:

- **Respect**
- **Confidentiality** – Your information may be shared within Justice Centre, including with other staff, volunteers, and interpreters. It will not be shared outside Justice Centre without your permission, unless we have reason to believe that you will harm yourself or another person.
- Be provided with **quality professional services**
- **Understand** services offered and **decide about participation** in services
- For casework services, **choose the gender** of your caseworker and interpreter and **change** him/her for good reason. Justice Centre may also change your caseworker and interpreter for good reason. We may not always have resources to meet your first choice.
- **Provide feedback about services** – If you have comments or suggestions, you can discuss them with our staff. If you would like to make a formal complaint, you can e-mail [feedback@justicecentre.org.hk](mailto:feedback@justicecentre.org.hk).
- **Be reimbursed for attendance** – For any scheduled Justice Centre group session or individual appointment, we will give you an **attendance allowance** according to our Attendance Allowance Policy.

As a Justice Centre service user, you have the **responsibility** to:

- **Respect others**, including staff, volunteers, interpreters and other service users
- **Provide complete and truthful information**
- **Provide up-to-date contact information**, including telephone number, e-mail, and address. If you change your telephone number, e-mail, or move, please let us know.
- **Make appointments** – If we need to see you, we will call to make an appointment. If you need to see us, you should also call to make an appointment. If you come to our office without an appointment, we may not be able to meet you, and you will not be given any attendance allowance.
- **Be on time for scheduled group sessions or individual appointments** – If you need to reschedule or know you will be late, please let us know as soon as possible.

<p><b>Contact:</b></p> <ul style="list-style-type: none"> <li>• Tel.: 3109 7359 (Mon.-Fri., 9:30-6:00)</li> <li>• Mobile (SMS only): 5944 7259</li> <li>• E-mail: <a href="mailto:info@justicecentre.org.hk">info@justicecentre.org.hk</a></li> </ul>	<p><b>Documents to bring to Justice Centre (for casework services):</b></p> <ul style="list-style-type: none"> <li>• Passport copy, recognizance paper, and any other identity documents</li> <li>• Any documents relating to your USM claim</li> </ul>
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