



QUEENSLAND ASSOCIATION OF INDEPENDENT LEGAL SERVICES INC.

Community Legal Services Plan



Queensland Association of Independent Legal Services Inc

QAILS is the peak body for Community Legal Centres (CLCs) in Queensland and represents funded and unfunded member CLCs operating across the state. QAILS is an incorporated association established for the public charitable purposes of assisting the Queensland community, particularly disadvantaged and marginalised people, to obtain access to legal services. QAILS itself does not provide legal advice but does provide information about, and make referrals to, member services. In 2012-13 QAILS provided information and referrals to 610 members of the public.

QAILS operates through a small staff team along with the volunteered time and energy of Queensland CLC workers to provide:

- representation for all members in relation to funding programs
- coordination of the state administration of the national professional indemnity insurance scheme
- member support services including the coordination of an annual state conference, training on relevant issues and regular bulletins about matters of interest to CLC staff, volunteers and management committees
- support for collaboration and networking with agencies within and external to the CLC sector
- encouraging community participation to make the legal system more equitable and accessible
- encouraging community participation in the work and management of community legal centres.

This project was supported by:



Australian Government

Attorney-General's Department

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Community Legal Services Plan

QAILS and its member community legal centres work together to improve outcomes for our client communities through professional and accessible legal assistance services.

With funding from the Commonwealth Attorney-General's Department, QAILS developed this Community Legal Services Plan to ensure that collaborative, 'joined up' community-based legal assistance services are available across Queensland.

This plan was developed with significant support from Queensland's community legal centres, which met face to face three times (in September 2013, November 2013 and March 2014); held 20 teleconferences; and engaged in significant research and consultation with QAILS members and other service providers.

The actions in this plan are founded on principles that include:

- service delivery that is **accessible**, uses an **appropriate service mix**, and is **holistic** and **accountable to clients**
- actions arrived at on the basis of **research or practice experience**, developed in response to the identification of **client needs**, that are **evaluated**, and responsive to **gaps in current services**
- a reflection of the **best use of resources**, with **no duplication without justification**, and **networking** and **collaboration** as appropriate
- a commitment to **human rights** and **social justice**.

This plan identifies **92 actions** to be implemented by QAILS, its members, other service providers, governments and other stakeholders, to increase access to justice in Queensland between July 2014 and June 2017. The plan includes improving access to services based on:

- **geographic areas** - identifying those parts of Queensland that have significant legal needs and require additional services
- **areas of law** - how services can address the types of legal problems that people experience
- **client groups** - improving access to legal assistance services for groups that are particularly vulnerable or marginalised.

These actions reflect priorities at the time of drafting the plan (March 2014) and are not a

comprehensive outline of the collaborative services that will be implemented across the sector over the next three years, but rather the best projection available at this point in time. This is the first time a broad scale project incorporating all 33 member centres in service coordination has taken place in Queensland and accordingly represents a significant step in the maturation of the community legal centre movement in the state.

Taken together, the actions in this plan have the potential to significantly improve and expand access to justice for people in Queensland. QAILS and its member community legal centres commit to working with communities, governments, other legal and community services, and other groups to implement these recommendations.

Geographic areas

Legal needs research and community legal centres' experience both make clear a level of demand for legal services which is not being met. Accessibility is a core value of community legal centres and consequently the majority of organisations provide outreach services to surrounding communities – data collected through this project identified 35 community legal centre offices and 172 outreach locations throughout Queensland.

The following sources have been used to inform the discussion on geographic legal need throughout this project:

- responses from 29 community legal centres to the QAILS Geographic Legal Need Survey
- the *National Legal Needs and Strategic Planning Project* published by the National Association of Community Legal Centres in 2012
- the *Legal Australia-Wide Survey (LAW Survey) Legal Need in Australia* produced by the Law and Justice Foundation of NSW; and papers summarising the LAW Survey findings in relation to specific populations such as young people aged 15-25 years
- the final report of the *Review of the allocation of funds from the Legal Practitioner Interest on Trust Accounts Fund*, produced by the Queensland Department of Justice and the Attorney General
- progress reports from the Indigenous Legal Needs Project, currently underway at James Cook University.

There are significant unmet legal needs in all parts of Queensland.

As a result of this fact, it is difficult to prioritise one location over another when community legal centres are so acutely aware of the impact that services (or lack of services) can have on their client communities' wellbeing. Queensland's Department of Justice and Attorney-General (DJAG) produced a list of priority regional areas¹ through its review of the *Legal Practitioner Interest on Trust Accounts Fund* (LPITAF). QAILS endorses this list and much of the information below is published on the DJAG website. QAILS has identified additional locations with limited access to community legal centres' services and populations where 5,000 people or greater are likely to experience a legal need.

Existing services meet a substantial amount of the legal needs across Queensland, but more resources are needed. This section of the Plan identifies areas that require additional services; merely 'moving' existing services to meet these communities' needs will simply displace the need for legal services, and will not increase the number of people who access legal services. These areas are identified as potential recipients of any new, additional funding that may become available.

Remote Aboriginal and Torres Strait Islander Communities

High levels of legal need exist in Queensland's remote Aboriginal and Torres Strait Islander communities. These communities generally have small populations but high levels of representation for indicators of legal need, such as sole parenthood, unemployment and people with a disability.² Proportionally, the calculated legal need in these communities is also high and SEIFA³ rankings rate these communities as being in the lowest ten per cent in the state.⁴

QAILS is committed to responding to this need and will work with its member centres already active in delivering services to remote communities, the Aboriginal and Torres Strait Islander Legal Service and other service providers to scope appropriate models of service delivery for the communities below.

¹ <http://www.justice.qld.gov.au/corporate/sponsorships-and-grants/funding/legal-assistance-services>

² Christine Coumarelos, Deborah Macourt, Julie People, Hugh M McDonald, Zhigang Wei, Reiny Iriana, and Stephanie Ramsey, *The Legal Australia-Wide Survey: Legal Need in Australia*, Law and Justice Foundation of New South Wales, (August 2012) 68
[http://www.lawfoundation.net.au/ljf/site/templates/LAW_Qld/\\$file/LAW_Survey_Qld.pdf](http://www.lawfoundation.net.au/ljf/site/templates/LAW_Qld/$file/LAW_Survey_Qld.pdf)

³ Socio-Economic Indexes for Areas (SEIFA) is a product developed by the ABS that ranks areas in Australia according to relative socio-economic advantage and disadvantage.

⁴ Stubbs J, Lux C & Wilson L 2012, National Legal Needs & Strategic Planning Project: Queensland,
http://www.naccl.org.au/cb_pages/legal_needs_assessment_framework.php.

- Arukun
- Cherbourg
- Doomadgee
- Hope Vale
- Kowanyama
- Lockhart River
- Mapoon

- Mornington
- Napranum
- Northern Peninsula Area
- Palm Island
- Pormpuraaw
- Torres

- Torres Strait Island (Thursday Island)
- Woorabinda
- Wujal Wujal
- Yarrabah

Other Local Government Areas

Based on the sources described above, QAILS acknowledges that the following Local Government Areas are priority regions of need, and that additional legal services should be provided in these areas:

Local Government Area	Empirical evidence
Cairns	A high number and proportion of adults likely to experience legal need
Fraser Coast	A high number and proportion of adults likely to experience legal need
Gold Coast	A high number and proportion of adults likely to experience legal need A low level of servicing by CLCs despite there being a CLC located within its boundary
Gympie	Moderate to high levels of socioeconomic disadvantage A high number of people likely to experience legal need Low to very low servicing by CLCs Moderate to high levels of projected population growth
Logan	A high number and proportion of adults likely to experience legal need
Mackay	A low level of CLC servicing despite there being a CLC located within its boundary High levels of population growth
South Burnett	Moderate to high levels of socioeconomic disadvantage A high number of people likely to experience legal need Low to very low servicing by CLCs Moderate to high levels of projected population growth
Southern Downs	A low level of CLC servicing despite there being a CLC located within its boundary
Sunshine Coast	A high number of adults likely to experience legal need A low level of servicing by CLCs despite there being a CLC located within its boundary
Bundaberg	Low levels of CLC servicing A high number of people likely to experience legal need
Western Downs	Low levels of CLC servicing A high number of people likely to experience legal need
Somerset	Low levels of CLC servicing A high number of people likely to experience legal need
Lockyer Valley	Low levels of CLC servicing A high number of people likely to experience legal need

Existing service providers are well placed to deliver services in these areas, and should be consulted (together with QAILS) if any additional investments are to be directed to these underserved areas.

Areas of law

Centres specialise in areas of law that reflect the needs of the disadvantaged clients they work with. This occurs both through specialist funded services (such as the Refugee and Immigration Legal Service and the Welfare Rights Centre) and through generalist services responding to high levels of client demand in areas like domestic violence and employment law.

Over the past six months staff from Queensland centres have come together to devise action plans aimed at enhancing coordinated service delivery in their specialist areas of law for the purposes of this project. The actions identified demonstrate a desire to build capacity through networks and training wherever possible, rather than simply request further funding. The establishment of networks has featured heavily in the planning process, and draft terms of reference for use by the networks have been developed for inclusion in this plan.⁵

Child protection

Coordinated by Terry Stedman (South West Brisbane Community Legal Centre)

Aboriginal and Torres Strait Islander children account for 6.4% of the population but represent 36.7% of Queensland children subject to care and protection orders. They are also almost eight times as likely to be the subject of substantiated child abuse and neglect and ten times as likely to be placed in out of home care as non-Indigenous children.⁶

Child protection is a large proportion of the work undertaken by the Queensland Indigenous Family Violence Legal Service (QIFVLS), including almost 100% of its case management work. The Aboriginal and Torres Strait Islander Womens' Legal Service North Queensland runs a culturally appropriate peer mentoring group; produces culturally appropriate community legal education material and undertakes a significant proportion of its legal casework in the child protection arena.

South West Brisbane CLC has a strong focus in child protection, producing kits and delivering training to assist workers, kinship carers and parents in child protection. One of their solicitors specialises in child protection law, working 2-3 days per week on this issue, including providing a duty lawyer service every week. The Youth Advocacy Centre's work focusses on providing assistance to young people, who may be the subject of a child protection application, or vulnerable young parents, including through casework and community education.

Issue	Action						
Need to consolidate child protection services in the CLC sector.	Establish a child protection network which will have at least three phone hook-ups per year and meet face-to-face at the QAILS state conference. Promote via QAILS communications.						
	<table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>QIFVLS and SWBCLC</td><td>Network convenor required</td><td>2014</td></tr></table>	Lead	Resources	Timeframe	QIFVLS and SWBCLC	Network convenor required	2014
Lead	Resources	Timeframe					
QIFVLS and SWBCLC	Network convenor required	2014					
Need to expand knowledge base of child protection law in CLCs.	Action						
	Increase child protection skill base through the delivery of training to the sector.						
	<table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>Child protection network</td><td>Draw on existing resources</td><td>QAILS Conference 2015</td></tr></table>	Lead	Resources	Timeframe	Child protection network	Draw on existing resources	QAILS Conference 2015
	Lead	Resources	Timeframe				
	Child protection network	Draw on existing resources	QAILS Conference 2015				
	Action						
Review content of child protection <i>Information Kits for Workers</i> and <i>Information Kit for Parents</i> to update with changes resulting from the Queensland Child Protection Commission of Inquiry.							
<table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>SWBCLC</td><td>Draw on existing resources</td><td>2015</td></tr></table>	Lead	Resources	Timeframe	SWBCLC	Draw on existing resources	2015	
Lead	Resources	Timeframe					
SWBCLC	Draw on existing resources	2015					
Demand for CLE on child protection in the community sector particularly following changes proposed through Queensland Child Protection Commission of Inquiry.	Action						
	i. Distribute updated <i>Information Kit for Parents</i> and <i>Information Kit for Workers</i> throughout community sector when available.						
	ii. Investigate avenues to fund further delivery of community legal education.						
	<table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>i. SWBCLC ii. Child protection network</td><td>Draw on existing resources and funding required</td><td>2015</td></tr></table>	Lead	Resources	Timeframe	i. SWBCLC ii. Child protection network	Draw on existing resources and funding required	2015
Lead	Resources	Timeframe					
i. SWBCLC ii. Child protection network	Draw on existing resources and funding required	2015					

⁵ See Appendix 1

⁶ Australian Institute of Health and Welfare, Child protection Australia 2010–11, (20 Jan 2012) <https://www.aihw.gov.au/publication-detail/?id=10737421016>.

Lack of representation for child protection clients which results in preventable unfairness in proceedings, such as the removal of children from their families during the assessment period.⁷

Action

Develop position statement outlining barriers clients experience in accessing fair process for child protection matters, including:

- i. inaccessibility of paperwork for illiterate and non-English speaking clients
- ii. lack of services in regions of high need.

Lead

Child protection network

Resources

None available

Timeframe

2015

Action

Apply for funding for pilot duty lawyer service that has the capacity to deliver services which is culturally appropriate for Aboriginal and Torres Strait Islander women.

Lead

Child protection network

Resources

Significant new funding needed

Timeframe

2016

⁷ Queensland Child Protection Commission of Inquiry, *Taking Responsibility: A Roadmap for Queensland Child Protection* (1 July 2013) <http://www.childprotectioninquiry.qld.gov.au/__data/assets/pdf_file/0017/202625/QCPCI-FINAL-REPORT-web-version.pdf>

Consumer law

Coordinated by Bridget Burton (Caxton Legal Centre Inc)

Consumer law is delivered partly by generalist services all over Queensland and partly by 2 specialist practices (one located in Cairns and the other in Brisbane). The specialist practices have relationships with regulators and non-legal service providers such as financial counsellors and ombudsmen and support the generalist practices where possible. Law reform is generally provided in a very limited way by the specialist practices.

Issue	Action		
Capitalise on new Legal Aid Queensland civil law capacity, and better connect existing consumer law services in Queensland CLCs.	Contribute to the establishment of, and participate in a formal Queensland consumer law network.		
	Lead	Resources	Timeframe
	Caxton Legal Centre and Cairns Community Legal Centre	Convened by Legal Aid Queensland	December 2014
Issue	Action		
Resourcing and other barriers inhibit provision of legal services in consumer law to remote communities (including Indigenous communities).	Work more closely with services working on the ground in remote communities (QFVLS and ATSILS) to promote referrals for advice, eg MOU to scope legal need or discuss referral processes.		
	Lead	Resources	Timeframe
	Cairns CLC with new consumer law network	Drawing on existing resources.	December 2015

Discrimination

Coordinated by James Farrell (Queensland Association of Independent Legal Services)

Specialist Community Legal Services Program funding is provided to Welfare Rights Centre and Cairns CLC (approximately \$77,000 each) to provide disability discrimination legal services. Of centres surveyed in September 2013, the two provided 50% of the discrimination-related advices and 39% of casework delivered in the state.

CLCs add most value in assisting clients to draft complaints to the Anti-Discrimination Commission Queensland (ADCQ) and Australia Human Rights Commission (AHRC), and also providing representation at ADCQ/AHRC conciliation conferences where a grant of aid is not available. CLCs also provide advice and practical assistance to clients pursuing complaints in QCAT and the Federal Circuit Court.

Issue	Action		
Need for coordinated discrimination law services.	Develop a discrimination law network.		
	Lead	Resources	Timeframe
	QAILS	Draw on existing resources	December 2015
Need to ensure that CLCs and Legal Aid Queensland offer an appropriate scope of services.	Action		
	Meet with Legal Aid Queensland (LAQ) to understand their discrimination law practice, and to develop complementary priority areas.		
	Lead	Resources	Timeframe
	Discrimination law network	Draw on existing resources	June 2015
Need to improve referrals between CLCs, ADCQ and AHRC.	Action		
	Determine which CLCs are prepared to assist clients with preparing discrimination complaints; provide referral list to ADCQ and AHRC.		
	Lead	Resources	Timeframe
	Discrimination law network	Draw on existing resources	December 2015
Clients would benefit from accessing CLC assistance prior to submitting ADCQ, AHRC complaint.	Action		
	Provide webinar training to CLC lawyers on preparing discrimination complaints.		
	Lead	Resources	Timeframe
	Discrimination law network, ADCQ	Draw on existing resources	December 2015

Domestic and family violence

Coordinated by Queensland Indigenous Family Violence Legal Service

Statistics show that violence against women and children in the Australian community is widespread and is a major social issue of concern for government, with 1 in 3 women having experienced physical or sexual violence and 1 in 4 children having witnessed violence in their home.⁸

There is a significant amount of unmet legal need for women who have experienced violence. ACROSS has reported on the current crisis in obtaining legal assistance.⁹ This is no doubt connected to reports from many marginalised women saying they do not have access to timely and appropriate legal information, advice, casework and court representation.

CLC data indicates that family violence is the second largest 'problem type' for Queensland community legal centres, with 5,065 activities in 2012-13. For women, there is danger and risk of further violence, including being monitored and therefore being unable to safely access advice, and also the risk of their children being removed by Child Safety services, if they are unable to leave a violent situation.

Despite this, the only Queensland CLCs that receive specialist domestic violence Community Legal Services Program funding are the two specialist Aboriginal and Torres Strait Islander Women's Legal Services. The Queensland Indigenous Family Violence Legal Service receives funding through the FVPLS program from the Commonwealth Attorney General's Department as well as a small amount of state funding.

Issue	Action	Lead	Resources	Timeframe
Need for CLC networks undertaking DFV matters to share information.	The development of a new domestic and family violence network which will meet four times per year.	QIFVLS, WLS	Convenor for new network needed	December 2015
Need for better collation of DFV statistics across the CLC sector to support advocacy for funding.	Action QAILS member centres to share CLSIS data.	Domestic and family violence network	Draw on existing resources	December 2015
Lack of representation for DFV complainants in court.	Action Advocate and seek funding for a statewide DFV Duty Lawyer Service for women at all Magistrates Courts in Queensland. These models are specifically funded in NSW. ¹⁰	Domestic and family violence network	Draw on existing resources	2016
Clients experiencing DFV are unable to access assistance to gain their share of property as they are ineligible for grants of aid.	Action Meet with Legal Aid to discuss the provision of grants of aid for property consent orders for matters which involve minor amounts of property and a history of domestic violence.	Domestic and family violence network	Draw on existing resources	2016

⁸ Council of Australian Governments, The National Plan to Reduce Violence against Women and their Children 2010 – 2022, Department of Social Service (2010) <http://www.dss.gov.au/sites/default/files/documents/05_2012/national_plan.pdf>

⁹ Australian Council of Social Services, 'Australian Community Sector Survey 2012: National Report Paper No 191 (2012) 6 <http://www.acoss.org.au/images/uploads/ACOSS_ACSS2012_FINAL.pdf>

¹⁰ Legal Aid New South Wales, *Womens' Domestic Violence Court Advocacy Program: Principles, Policies and Standard (March 2009)* <http://www.legalaid.nsw.gov.au/__data/assets/pdf_file/0004/16537/Legal-Aid-NSW-Study-on-high-service-users-June-2013.pdf>

Employment

Coordinated by Scott McDougall (Caxton Legal Centre)

Employment law is a significant area of demand; however there is no funding likely to be made available for the establishment of a specialist centre. The CLC database CLSIS shows a 161% increase in the number of employment law advices and casework provided by Queensland CLCs from 2007-8 to 2011-12.

Issue	Action	Lead	Resources	Timeframe
Capitalise on Legal Aid Queensland's new employment law capacity, and better connect existing employment law services in Queensland CLCs.	Contribute to the establishment of and participate in a formal Queensland employment law network.			
		Caxton Legal Centre and Cairns Community Legal Centre	To be convened by Legal Aid Queensland	December 2014
Need to build employment law knowledge base among CLC staff.	Action			
	Develop and deliver an intensive training module to develop and reinforce employment law skills for LAQ and CLC lawyers.			
	Lead	Resources	Timeframe	
	QAILS, LAQ, QPILCH, Caxton	Draw on existing resources	QAILS Conference 2014	
	Action			
	Establish employment law 'phone a friend' legal practitioner support service for CLC lawyers.			
	Lead	Resources	Timeframe	
	QAILS and Caxton Legal Centre	Draw on existing resources; explore the capacity of the Queensland Law Society and Queensland Bar Association to assist.	2015	

Environment law

Coordinated by Jo Bragg (Environmental Defender's Office)

Decisions on land use, planning, mining, environment and development affect everyone and are a matter of public interest to all Queenslanders. Vulnerable or remote communities, for example, confronted with pollution from a major mine, lack resources to understand their legal rights and obtain legal assistance, but are often most affected. Farmers have few avenues beyond CLCs through which to seek help. Legal Aid Queensland does not provide advice or assistance on environmental, planning or mining law.

The specialist and experienced community legal centres Environmental Defenders Office (Qld) and Environmental Defenders Office of Northern Queensland were defunded by the Queensland Government in 2012 and by the Federal Government in late 2013. The EDOs are still operating at a reduced level of services, such as a supervised volunteer legal advice service twice weekly at EDO Queensland.

Issue	Action		
Need to improve awareness of EDO services amongst generalist CLCs.	Communicate with all generalist CLCs to advise that EDOs continue to offer legal advice services, accept referrals and have useful publications available.		
	Lead	Resources	Timeframe
	EDO	Draw on existing resources	June 2014 and annually thereafter
Issue	Action		
Improve EDO services to rural and remote clients.	Investigate and hold webinars or Skype educational services for key rural areas.		
	Lead	Resources	Timeframe
	EDO Qld with support from QAILS	Draw on existing resources	Hold 2 such sessions by June 2014 and at least 4 annually thereafter.
Issue	Action		
Need to diversify and consolidate funding streams.	Seek private funding and restoration of government funding in order to sustain service delivery to clients.		
	Lead	Resources	Timeframe
	EDO Qld, EDO NQ	Draw on existing resources including volunteer time	Ongoing
Issue	Action		
Unmet need for services to provide public interest legal advice in the area of planning, environment and mining law to vulnerable Queenslanders.	Continue to advise Federal and State Governments about scarcity of availability of services for public interest environmental matters.		
	Lead	Resources	Timeframe
	EDO Qld, EDO NQ NACLCL, QAILS	Draw on existing resources	Ongoing

Family law

Coordinated by Rosslyn Monro (Women's Legal Service) and Kim Raine (TASC)

People with family law issues, like criminal law, traditionally obtain assistance from Legal Aid Queensland. However, with tightening eligibility, it's becoming harder to obtain legal aid in family law matters, and as a result, between 35 and 40% of CLCs' work in the past five years has been in the area of family law. Family law is also a major area of need for Aboriginal and Torres Strait Islander people, particularly in the areas of urgent recovery orders and contact with children.

Issue	Action	Lead	Resources	Timeframe
Need for greater collaboration among CLCs and point of reference for practitioners in smaller, generalist CLCs.	Convene regular family law network meetings so the sector can coordinate service delivery.	QIFVLS, WLS	Network convenor required	2014
Cost of participating in professional development activities prohibitive for CLCs.	Negotiate CLC rates for key family law conferences with Queensland Law Society and the Family Law Practitioners Association.	QAILS	Draw on existing resources	2014
Clients who come to community legal centres cannot afford Counsel to appear for them in family law matters.	Form an MOU with LAQ about the provision of grants of aid for counsel in matters where CLCs are acting, but client is ineligible for aid.	QAILS	Draw on existing resources	2015
Family Court funding cuts increase delays for clients.	Write to Federal Government about impacts upon clients of Family Court funding cuts.	Family law network in collaboration with NACLC	Draw on existing resources	2015

Guardianship and administration law (including wills and EPOAs)

Coordinated by Andrea de Smidt (Queensland Public Interest Law Clearing House)

Guardianship and administration law cuts across a number of different CLC programs including the Seniors' Legal and Support Services (SLASS) and the work of mental health and disability services. Clients in this area characteristically require proactive strategies for service delivery and resource-intensive responses.

Powers of attorney, guardianship, trusteeship and other wills and probate matters are all included in the high-level problem type 'Wills/Probate' for CLSIS database reporting. This makes measuring the demand for this area difficult, as discussed below. In 2011-12, 2383 pieces of information, 2110 advices and 922 cases were completed under the wills/probate problem type.

Need for greater collaboration among centres and also between centres and support agencies that work in this area.	Action Create a network of centres and support agencies that provide services in this area. To meet annually, first meeting at QAILS AGM.						
	<table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>QPILCH</td><td>Draw on existing resources</td><td>November 2014</td></tr></table>	Lead	Resources	Timeframe	QPILCH	Draw on existing resources	November 2014
Lead	Resources	Timeframe					
QPILCH	Draw on existing resources	November 2014					
CLSIS reporting does not accurately reflect work performed by centres in this area due to an inconsistent approach to categorising matters. ¹¹	Action Determine if a new national CLSIS code for guardianship and administration matters ought to be created, with appropriate sub-categories. If so, adopt the new code. If not, establish agreed approach to CLSIS data entry for all Queensland centres to employ.						
	<table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>QAI</td><td>Draw on existing resources</td><td>December 2014</td></tr></table>	Lead	Resources	Timeframe	QAI	Draw on existing resources	December 2014
Lead	Resources	Timeframe					
QAI	Draw on existing resources	December 2014					
Difference of opinion as to whether it is appropriate for centres to provide assistance with wills and EPOAs. ¹²	Action Brief the Public Trustee of Queensland on: i. accessibility and trust concerns ii. desire for free-of-charge no strings attached EPOA work iii. suggested ways in which we may work with the Public Trustee to address these concerns (eg roadshow to regional areas).						
	<table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>Goondiwindi with contributions from South West Brisbane and Moreton Bay</td><td>Draw on existing resources</td><td>August 2014</td></tr></table>	Lead	Resources	Timeframe	Goondiwindi with contributions from South West Brisbane and Moreton Bay	Draw on existing resources	August 2014
Lead	Resources	Timeframe					
Goondiwindi with contributions from South West Brisbane and Moreton Bay	Draw on existing resources	August 2014					
	Action i. Meet with the Public Trustee to discuss briefing points and agree on next steps. ii. Present outcomes of meeting with Public Trustee to centres and seek to establish consensus on continuation and/or extent of will and EPOA work by centres at QAILS end-of-year planning day. iii. Co-present with Public Trustee on issue and action taken at forum in July 2015.						
	<table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>Goondiwindi</td><td>Draw on existing resources</td><td>i. September 2014 ii. November 2014 iii. July 2015</td></tr></table>	Lead	Resources	Timeframe	Goondiwindi	Draw on existing resources	i. September 2014 ii. November 2014 iii. July 2015
Lead	Resources	Timeframe					
Goondiwindi	Draw on existing resources	i. September 2014 ii. November 2014 iii. July 2015					

¹¹ For example, some centres record GAA work under a 'government/administration' CLSIS code while others record GAA matters under a 'wills/probate' code.

¹² Centres which provide assistance state that they do so because of insufficiency of services of PT, particularly in rural areas. Other centres state that priorities lie elsewhere and this work takes up a large amount of time and poses unnecessary risks.

Lack of clarity on the part of substitute-decision makers about their responsibilities. ¹³	Action			
	i.	Seek input from centres and support agencies on actual experiences of these concerns and prepare a brief for the Adult Guardian and Public Advocate outlining concerns, which appear to be systemic in nature. ¹⁴		
	ii.	Meet with the Adult Guardian and the Public Advocate to discuss briefing points and agree on next steps, which may include research, education or amendment processes in Queensland.		
	iii.	Co-present with Adult Guardian and the Public Advocate on issue and action taken at forum in June 2015.		
Uncertainty about the current level of representation and/or support provided to parties in GAA proceedings.	Lead		Resources	
	TCLS together with all SLASS		Timeframe	
			i.	December 2014
			ii.	January 2015
			iii.	July 2015
	Action			
	i.	Conduct research and liaise with QCAT to obtain information regarding various aspects of GAA hearings: number of total hearings; number of types of hearings (eg restrictive practices); number of hearings where subject of proceedings is in attendance (and represented) and number of matters where separate representatives are appointed. Prepare report on findings to inform future service delivery in this area.		
	ii.	Present report and seek to establish consensus on priorities within this area by centres at QAILS end-of-year planning day.		
	iii.	Present report and proposed changes to service delivery at forum in July 2015.		
Lack of funding allocated to pay separate representatives appointed by QCAT. Unreasonable to continue to expect practitioners to undertake this work on a pro bono basis.	Lead		Resources	
	QPILCH		Timeframe	
			i.	June 2015
			ii.	July 2015
			iii.	November 2015
	Action			
	Seek allocation of funding for separate representatives. Develop guidelines for separate representatives.			
	Lead		Resources	
	QAI		Timeframe	
	QPILCH		June 2016	
			Resources	
			Draw on existing resources	

¹³ Examples include:

1. To make an accommodation decision, research about accommodation options must first be conducted, but some guardians are unwilling/unable to undertake research necessary to make a decision.
2. Substitute decision makers plead ignorance or confusion - regarding duties, process, principles etc - in the wake of wrong-doing.
3. What is the extent to which an adult with impaired capacity may be supported in their decision making without the imposition of a substitute-decision maker?

¹⁴ Note: The Office of the Public Advocate is currently undertaking research to identify the systemic enablers of, and barriers to, the provision of decision-making support and the potential that exists for greater application of supported decision-making processes. It is suggested that the Public Advocate be contacted asap for possible discussion and/or collaboration.]

Immigration

Coordinated by Raquel Aldunate (Refugee and Immigration Legal Service)

Immigration and refugee law is complex, subject to frequent legislative amendment, politically contentious and frequently under the media spotlight. Working in this area requires specific registration requirements on an annual basis. The Refugee and Immigration Legal Service (RAILS) is the only CLC specializing in this area of law in Queensland. Unlike in other states, Legal Aid Queensland does not provide assistance for immigration and refugee law matters. Current State and Federal Governments have indicated their intention to withdraw funding for immigration and refugee law matters in Australia.

Issue	Action																																		
Need to support and enhance service delivery in CLCs providing migration law advice and casework by drawing on the expertise and experience of RAILS.	RAILS will facilitate regular roundtable discussions with caseworkers and regional CLCs.																																		
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Need to manage risk generated through providing third-party advice to other CLC's clients.	<table><tr><th>Action</th></tr><tr><td>Investigate cooperative legal service delivery model in NSW for consideration and report back.</td></tr><tr><td></td></tr><tr><td><table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>North Queensland Women's Legal Service</td><td>Draw on existing resources</td><td>December 2015</td></tr></table></td></tr><tr><td></td><td><table><tr><th>Action</th></tr><tr><td>If a cooperative service delivery model is not appropriate for Queensland, formalise MOUs between centres in order to ensure compliance with professional indemnity insurance policies.</td></tr><tr><td></td></tr><tr><td><table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>QAILS' PII representative and committee</td><td>Draw on existing resources</td><td>December 2016</td></tr></table></td></tr></table></td></tr><tr><td>Many migrants, refugees and asylum seekers experience multiple legal and other issues beyond migration and may benefit from referrals to different specialist centres for assistance.</td><td><table><tr><th>Action</th></tr><tr><td>Develop specific referral protocols between specialist and generalist centres responding to immigration law matters – for example:<ul style="list-style-type: none">i. Domestic Violence Protection Applications - RAILS is developing specific referral pathways with the Womens' Legal Serviceii. deportation matters - QPILCH and Prisoners Legal Service have identified this as being a particular area of need and RAILS have agreed to provide their Cancellation Kit on request.</td></tr><tr><td></td></tr><tr><td><table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>RAILS and participating centres</td><td>Draw on existing resources</td><td>June 2015</td></tr></table></td></tr></table></td></tr></table>	Action	Investigate cooperative legal service delivery model in NSW for consideration and report back.		<table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>North Queensland Women's Legal Service</td><td>Draw on existing resources</td><td>December 2015</td></tr></table>	Lead	Resources	Timeframe	North Queensland Women's Legal Service	Draw on existing resources	December 2015		<table><tr><th>Action</th></tr><tr><td>If a cooperative service delivery model is not appropriate for Queensland, formalise MOUs between centres in order to ensure compliance with professional indemnity insurance policies.</td></tr><tr><td></td></tr><tr><td><table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>QAILS' PII representative and committee</td><td>Draw on existing resources</td><td>December 2016</td></tr></table></td></tr></table>	Action	If a cooperative service delivery model is not appropriate for Queensland, formalise MOUs between centres in order to ensure compliance with professional indemnity insurance policies.		<table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>QAILS' PII representative and committee</td><td>Draw on existing resources</td><td>December 2016</td></tr></table>	Lead	Resources	Timeframe	QAILS' PII representative and committee	Draw on existing resources	December 2016	Many migrants, refugees and asylum seekers experience multiple legal and other issues beyond migration and may benefit from referrals to different specialist centres for assistance.	<table><tr><th>Action</th></tr><tr><td>Develop specific referral protocols between specialist and generalist centres responding to immigration law matters – for example:<ul style="list-style-type: none">i. Domestic Violence Protection Applications - RAILS is developing specific referral pathways with the Womens' Legal Serviceii. deportation matters - QPILCH and Prisoners Legal Service have identified this as being a particular area of need and RAILS have agreed to provide their Cancellation Kit on request.</td></tr><tr><td></td></tr><tr><td><table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>RAILS and participating centres</td><td>Draw on existing resources</td><td>June 2015</td></tr></table></td></tr></table>	Action	Develop specific referral protocols between specialist and generalist centres responding to immigration law matters – for example: <ul style="list-style-type: none">i. Domestic Violence Protection Applications - RAILS is developing specific referral pathways with the Womens' Legal Serviceii. deportation matters - QPILCH and Prisoners Legal Service have identified this as being a particular area of need and RAILS have agreed to provide their Cancellation Kit on request.		<table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>RAILS and participating centres</td><td>Draw on existing resources</td><td>June 2015</td></tr></table>	Lead	Resources	Timeframe	RAILS and participating centres	Draw on existing resources	June 2015
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Mental health law

Coordinated by Rebekah Leong (Queensland Advocacy Incorporated)

Queensland Advocacy Incorporated is funded through the LPITAF program for its Mental Health Legal Service (MHLS). In 2011-12 the MHLS opened 171 cases, provided 155 advices and represented at 144 Mental Health Review Tribunal (MHRT) hearings. Assistance is provided in any mental health matter across Queensland by specialist legal staff at QAI, with priority given to complex matters involving significant breaches of human rights.

QPILCH's Mental Health Law Practice (MHLP) assists clients with Involuntary Treatment Order hearings throughout Queensland through a panel of trained, independent volunteers and lawyers who provide assistance and advocacy to clients with ITO hearings in the MHRT. The MHLP also provides civil law advice to people experiencing mental illness, for example debt, housing and administrative law issues. The MHLP also coordinates and delivers training for mental health caseworkers to assist them to better identify legal issues and make appropriate referrals to legal services. See also the section on *People with a disability or mental illness* below.

Issue	Action		
Limited expertise and capacity to assist people with mental health law proceedings and limited opportunities to collaborate across disciplines.	Establish a multi-disciplinary mental health working group (including representatives from QAI, QPILCH, TASC, LAQ, Queensland Mental Health Commission and the MHRT, psychiatry departments and mental health support agency case managers) which would meet quarterly to lead the development of a collaborative approach to assisting clients in mental health law proceedings.		
	Lead	Resources	Timeframe
	QPILCH, TASC, QAI	Capacity for other sectors to provide working group members	December 2014
Need for increased legal and non-legal representation, including culturally appropriate services for Aboriginal and Torres Strait Islander clients, before the Mental Health Review Tribunal.	Action		
	Advocate to government for the allocation of increased funding into free legal services for people appearing before the Mental Health Review Tribunal.		
	Lead	Resources	Timeframe
	QPILCH , QAI	Draw on existing resources	In line with funding agreement renewals
Need to make mental health legal services more accessible throughout Queensland.	Action		
	Increase the capacity of the sector to provide mental health legal services, through improving partnerships between specialist and generalist services.		
	Lead	Resources	Timeframe
	QAI and QAILS, contribution from TASC	Funded through LPITAF	June 2014

Social security

Coordinated by Georgina Warrington (Welfare Rights Centre)

The Welfare Rights Centre (WRC) and Townsville Community Legal Service (TCLS) (which has one welfare rights position) combined offer the majority of social security legal services across Queensland.

Research indicates that when people experience problems with government fines and payments they are likely to be substantial, with 71% stating that their problem had resulted in a moderate or severe impact on their everyday life in response to the Queensland LAW survey.¹⁵

Issue	Action		
Need to free up capacity in specialist services to handle complex issues.	Publicise Welfare Rights Centre's services and resources to CLCs and broader community.		
	Lead	Resources	Timeframe
	Welfare Rights Centre	Draw on existing resources	Ongoing
	Action		
WRC and TCLS provide advice on a social security debt and Legal Aid Queensland provides advice separately about any prosecution. Risk that clients may receive advice in relation to their prosecution matter which is not in their overall best interests.	Apply for funds to expand training provided by Welfare Rights Centre.		
	Lead	Resources	Timeframe
	Welfare Rights Centre	Funding required	June 2014
	Action		
WRC and TCLS provide advice on a social security debt and Legal Aid Queensland provides advice separately about any prosecution. Risk that clients may receive advice in relation to their prosecution matter which is not in their overall best interests.	Investigate cooperative service delivery between Welfare Rights Centre, Townsville Community Legal Service and Legal Aid Queensland on social security prosecution matters.		
	Lead	Resources	Timeframe
	Welfare Rights Centre	Draw on existing resources	2015
	Action		

¹⁵ Christine Coumarelos, Deborah Macourt, Julie People, Hugh M McDonald, Zhigang Wei, Z., Reiny Iriana, and Stephanie Ramsey, The Legal Australia-Wide Survey: Legal Need in Australia, Law and Justice Foundation of New South Wales, (August 2012) 68 <[http://www.lawfoundation.net.au/ljf/site/templates/LAW_Qld/\\$file/LAW_Survey_Qld.pdf](http://www.lawfoundation.net.au/ljf/site/templates/LAW_Qld/$file/LAW_Survey_Qld.pdf)>

Tenancy

Coordinated by Penny Carr (Tenants' Union of Queensland)

Until 31 October 2012, the Tenant Advice and Advocacy Service (TAAS) program was delivered around Queensland, from the income derived from the interest on tenants' bonds held by the Residential Tenancies Authority (RTA) and a small amount of consolidated revenue. This program included funding for the CLC the Tenants' Union of Queensland (TUQ). In July 2012, the Queensland Government announced TAAS program would be discontinued, and the Commonwealth stepped in to fund TAAS until 30 June 2013. This funding was extended to 31 December 2013, and since that date, the only non-government specialist provider of tenancy advice/advocacy remaining is the TUQ, receiving limited CLSP and LPITAF funding.

Until 2012, the TUQ and local tenant advice services provided telephone advice or face to face assistance to around 80,000 renting households each year; the Queensland Government has repeatedly stated that TAAS services are not required, as this work can be done by the RTA or CLCs. Since the closure of the TAAS services, approximately 8,500 callers contacting TUQ have been met with an engaged signal and only about 3% of callers receive advice.

Issue	Action						
Need for specialist tenancy law services.	Prepare research report examining unmet need for tenancy advice and advocacy in Queensland.						
	<table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>TUQ</td><td>Seeking philanthropic funding</td><td>August 2014</td></tr></table>	Lead	Resources	Timeframe	TUQ	Seeking philanthropic funding	August 2014
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Lead	Resources	Timeframe					
TUQ	Draw on existing resources	November 2015					
Need to improve knowledge and experience in residential tenancy law among staff in generalist CLCs which are increasingly becoming a point of contact for tenancy matters.	<table><tr><th>Action</th></tr><tr><td>Provide one-day 'Masterclass' in tenancy law to community lawyers.</td></tr></table>	Action	Provide one-day 'Masterclass' in tenancy law to community lawyers.				
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Client groups

Community legal centres are committed to improving access to legal assistance services for groups that are particularly vulnerable or marginalised, and ensuring that specialist knowledge in working with particular demographics is shared between centres.

Significant challenges exist in overcoming the barriers of geography, cultural differences, social disconnection and dysfunction in order to make legal remedies and protections genuinely available to all Queenslanders. Across the state there is a need to provide services targeted at specific client groups which are accessible, holistic and take seriously the needs of the particular demographic.

Aboriginal and Torres Strait Islander People

Coordinated by Reconciliation Action Plan Working Group (QAILS)

Aboriginal and Torres Strait Islander men and women experience different barriers depending on factors such as:

- Place of residence - urban areas, Aboriginal or Torres Strait Islander regional communities, or in remote areas
- Geographic area of origin
- Specific cultural heritage
- Whether English is a first language
- Gender
- Levels of educational attainment

Appropriate staffing is a major issue impacting the accessibility of community legal centres for Aboriginal and Torres Strait Islander women and men. There are currently limited numbers of Aboriginal and Torres Strait Islander professionals working in the CLC sector, and few avenues for career progression for those that do exist. Delivery of cultural competence training for CLC staff is inconsistent and not always available to the most relevant team members, such as front desk staff. Additionally, the experiences of Aboriginal and Torres Strait Islander women and men living in remote areas are vastly different to those living in urban areas. To be relevant, cultural competence training must take into consideration these differences as a minimum standard. Opportunities to engage with Aboriginal and Torres Strait Islander students also need to be established.

There is a need for gender specific services for Aboriginal and Torres Strait Islander women to reflect the diversity of legal needs and avoid conflicts of interest, particularly in regional and remote areas where service are more limited. Face to face services are preferred and outreach services for outer suburban, regional, rural and remote areas require funding. Access to a 1800 phone line or other electronic access would be of benefit where face to face assistance is not available.

CLCs must also increase engagement with Aboriginal and Torres Strait Islander organisations in order to build their reputation as quality, trustworthy services dedicated to service delivery to Aboriginal and Torres Strait Islander client groups.

In 2013 QAILS led the development of a Reconciliation Action Plan (RAP) containing strategies to increase the capacity of QAILS and its member centres to overcome some of these barriers. The actions below aim to create both cultural change with CLC organisations and provide a policy background that improves targeted service delivery to Aboriginal and Torres Strait Islander men and women.

Issue	Action		
Need to improve accessibility of CLCs to Aboriginal and Torres Strait Islander people.	Acquire funding that would assist QAILS, in collaboration with other Aboriginal and Torres Strait Islander organisations, to ensure better access by Aboriginal and Torres Strait Islander people to CLC services.		
	Lead	Resources	Timeframe
	QAILS and RAP Working Group Co-Convenors	Funding required	Grant located and application submitted by December 2015
	Action		
	Provide a session on Reconciliation Action Planning at QAILS 2014 conference.		
	Lead	Resources	Timeframe
	RAP Program Officer, Reconciliation Australia	Draw on existing resources	2014

Action

Promote QAILS Reconciliation Action Plan internally and externally.

Lead

QAILS

Resources

Draw on existing resources

Timeframe

2014

Need to improve appropriate services delivery by CLCs.

Action

Build and grow the cultural competence of QAILS and member CLCs by:

- i. preparation of a cultural awareness policy for circulation to member CLCs, encouraging them to implement the policy within their centres
- ii. development of a cultural awareness training strategy for QAILS and CLC staff members.

Lead

QAILS and RAP Working Group Co-Convenors

Resources

Draw on existing resources

Timeframe

- i. December 2014
- ii. December 2015

Limited representation of Aboriginal and Torres Strait Islander communities among CLC staff and volunteers.

Action

Investigate opportunities to increase Aboriginal and Torres Strait Islander employment opportunities by:

- i. reviewing employment procedures and policies to ensure barriers to Aboriginal and Torres Strait Islander employees are able to be addressed
- ii. advertising all vacancies in Indigenous media.

Lead

- i. QAILS Treasurer
- ii. QAILS Director

Resources

Draw on existing resources

Timeframe

December 2014

Action

Trial an approach to attract Aboriginal and Torres Strait Islander volunteers (this may include training pathways, internships, cadetships, work experience) through partnership with Indigenous Lawyers Association of Queensland.

Lead

QAILS

Resources

Draw on existing resources

Timeframe

December 2015

Children and young people

Coordinated by Janet Wight (Youth Advocacy Centre)

Across the state, children and young people aged 0-17 years make up nearly a quarter of the population, ranging from 28.1% in remote areas of Queensland to 22.4% on the Gold Coast. Most targeted service delivery for this group is happening in the greater Brisbane area despite significant youth populations existing in other locations throughout Queensland.¹⁶

Research indicates that young people tend to have lower rates of taking action to address legal problems or seeking advice.¹⁷ The intersection between disadvantage and youth legal needs is also explored through research undertaken by Legal Aid NSW on the 50 most frequent users of legal aid services between July 2005 and June 2010, 80% of whom were children and young people. 82% of high service users had their first contact with Legal Aid NSW by the time they were 14 years old and 72% of high service users had experienced abuse or neglect at home or witnessed violence at home.¹⁸

Major challenges in working with children and younger people (10-18 years old) include:

- they are often transient (homelessness is an issue), presenting problems in making and maintaining contact
- they do not recognise they have a legal problem
- the level of young people's comprehension of legal system and process varies
- the level of support by relevant adults varies, including actual opposition sometimes from those around the young person
- the ability of legal and other professionals to take instructions from a child and principle of "Gillick competency"
- the ability of professionals to communicate with young people
- after hours services may not be appropriate but often young people are unable to engage during the day
- they often have complex social welfare needs which may also be driving their legal issues
- advice is often not sufficient – young people need to be able to access advocacy and court representation or support
- the co-location of services - it is preferable that young people are not waiting alongside adults.

Also, 18-25 year olds have specific legal and other issues and should be recognised as a separate group.

Issue	Action		
Need for a youth legal network.	Form a strong youth advocacy network across the state.		
	Lead	Resources	Timeframe
	YAC, LYLS, SWBCLS	Draw on existing resources	December 2014
Need to develop legal support for young people around the state which is accessible and is part of a holistic response which takes young people as clients seriously.	Action		
	YAC, LYLS and SWBCLC to collaborate more closely, including in development of CLE resources.		
	Lead	Resources	Timeframe
	YAC, LYLS, SWBCLC	Adapt current materials	December 2014
Increase CLC ability to respond to young people experiencing specific legal issues.	Action		
	Specialist centres to provide training for generalist centre staff initially face to face and then web-based on: i. legal issues relevant to young people ii. working with young people.		
	Lead	Resources	Timeframe
	YAC, LYLS, SWBCLC	Review what each service currently has available Need to secure travel budgets Access to webinar technology for follow up.	QAILS Conference 2015

¹⁶ See Appendix 2 for figures on youth population by age and Indigenous status and region

¹⁷ Deborah Macourt, "Youth and the law: it's not just about juvenile justice and child welfare" (Updating Justice No 35), Law and Justice Foundation of New South Wales (December 2013) 3
<[http://www.lawfoundation.net.au/ljf/site/templates/UpdatingJustice/\\$file/UJ_35_Youth_and_the_law_FINAL.pdf](http://www.lawfoundation.net.au/ljf/site/templates/UpdatingJustice/$file/UJ_35_Youth_and_the_law_FINAL.pdf)>

¹⁸ Pia van de Zandt and Tristan Webb, *High Service Users at Legal Aid NSW: Profiling the 50 Highest Users of Legal Aid Services*, Legal Aid New South Wales (June 2013)
<http://www.legalaid.nsw.gov.au/__data/assets/pdf_file/0004/16537/Legal-Aid-NSW-Study-on-high-service-users-June-2013.pdf>

Lack of specialist youth law knowledge outside of Brisbane.

Action

Seek funding to have a legal youth specialist and youth worker in a CLC or youth agency in each region to be experts for that region, supported by Brisbane specialists.

Lead

Youth network

Resources

Significant new funding required

Timeframe

2015-17

LGBTI people

Coordinated by Matilda Alexander (LGBTI Legal Service)

Lesbian, gay, bisexual, trans and intersex (LGBTI) people continue to experience barriers such as fear of homo- and transphobia being exhibited by staff working in agencies chartered to respond to legal issues. LGBTI people may also experience a loss of traditional support networks if family or community relationships have been broken down through rejection of a person due to their LGBTI status. This can particularly be a factor for people from culturally diverse backgrounds.

Community understanding of legal issues can also impact upon whether LGBTI people access support. For example common understandings of family violence as physical assault perpetrated by men against women don't apply to LGBTI relationships. Information about the different forms of violence and control that constitute family violence (such as financial or psychological abuse) and acknowledgement that family violence exists in LGBTI relationships is slowly emerging.

The LGBTI Legal Service is an unfunded CLC that provides legal advice and information to clients who have legal problems which arise from their identification as LGBTI or because they feel more comfortable in dealing with a solicitor with specific skills, interest and understanding of LGBTI legal issues and the barriers which can exist.

The most common issues LGBTI Legal Service provides advice in are in relation to family law, domestic violence, surrogacy and parenting rights, criminal law, discrimination, victims support, civil matters, legal issues in relation to government decisions, Centrelink matters, and employment matters.

Social barriers and limited specialist knowledge within CLCs impact the ability of transgender clients to access legal assistance.	Action		
	Seek project funding to build relevant knowledge and engage transgender community in accessing legal services.		
	Lead	Resources	Timeframe
	LGBTI Legal Service	Project funding required	June 2016
Lack of access to CLSIS for unfunded CLCs, diminishing accuracy of the national dataset.	Action		
	Advocate to government for access to CLSIS for unfunded CLCs.		
	Lead	Resources	Timeframe
	LGBTI Legal Service	Volunteer contribution	June 2016

Older people

Coordinated by Vivienne Campion (Caxton Legal Centre) and Adam Waterhouse (TASC)

Seniors' Legal and Support Services (SLASS) operate out of CLCs in Brisbane, Cairns, Toowoomba, Hervey Bay and Townsville and specialise in assisting older people experiencing abuse and exploitation. The SLASS services employ proactive engagement strategies designed to overcome some of the more common barriers that older people experiencing abuse face, such as:

- a lack of community and professional understanding of elder abuse
- a lack of awareness about services that can assist
- isolation of older people – limiting access to information and an absence of scrutiny in cases of abuse
- fear of institutionalisation or a worsening of the situation by people experiencing elder abuse
- feelings of shame that abuse is being perpetrated by people that should be trusted, such as close family members.¹⁹

Seniors' Legal and Support Services have identified further actions below.

Lack of awareness of rights, legal issues and support available among older people, their families, and service providers.	Action		
	Profile “Seniors Creating Change” community development project.		
	Lead	Resources	Timeframe
	Caxton SLASS	Draw on existing resources	SLASS Conference June 2014
Limited resources available to share SLASS casework experience.	Action		
	Enhance and continue community education (including evaluation) of what is working and the best methods to create awareness and report back to SLASS network.		
	Lead	Resources	Timeframe
	TASC	Draw on existing resources	2014
Lack of knowledge and experience in elder abuse at some CLCs.	Action		
	Explore the possibility of developing an elder abuse case conferencing website, based on a model existing at Victoria’s Eastern Community Legal Centre.		
	Lead	Resources	Timeframe
	Caxton SLASS	Project funding required	June 2015
Lack of knowledge and experience in elder abuse at some CLCs.	Action		
	Train CLCs on importance of social work advocacy for vulnerable clients aimed at improving lawyer and social worker teamwork.		
	Lead	Resources	Timeframe
	Caxton SLASS, TASC	Draw on existing resources	QAILS Conference 2015

¹⁹ Ellison, S, Schetzer, L, Mullins, Perry, J & Wong, K 2004, The legal needs of older people in NSW, Law and Justice Foundation of NSW, Sydney

People from CALD backgrounds and refugees

Coordinated by Raquel Aldunate (Refugee and Immigration Legal Service)

Refugees and clients from culturally and linguistically diverse backgrounds often exhibit a need for service assistance beyond merely legal support. RAILS assists a very vulnerable client group. Many have fled war, government repression, torture and trauma, family violence and have limited English language skills. They may have low or no income and are struggling to readjust to a different culture, legal system and society. Many are alone with no family support, and have complex needs, often involving intersecting legal issues, including family violence, family law, child protection, immigration and refugee law matters and overseas law. They may require assistance with understanding civic institutions and cultural norms, as well as the laws and legal systems that they come into contact with when they arrive in Queensland.

The crossover of migration law issues with other areas such as family violence can also create a need for referrals to broader social services for refugee and migrant clients.

Issue	Action	Lead	Resources	Timeframe
Services providing infrequent migration assistance may be unaware of the range of legal and community networks appropriate for migration law clients.	RAILS can provide a list of community organisations with whom they have developed a strong network and provide the referral pathway protocols for distribution to QAILS members.	RAILS	Draw on existing resources	December 2014
Need to share specialist knowledge on working with migrant and refugee clients with other centres undertaking migration advice and casework.	Training for centres working with migrant and refugee clients impacted by torture and trauma.	RAILS	Draw on existing resources	QAILS 2015 Conference

People experiencing homelessness

Coordinated by Sue Garlick (QPILCH)

People experiencing homelessness have the highest level of unmet need (when measured as the total number of unaddressed legal needs per person). Eighty-five per cent have at least one unmet need, while 50.5% have three or more unmet needs.²⁰ They will mostly not identify these legal needs and will rarely seek the help of a lawyer. The different kinds of homelessness can “hide” this client group.²¹

The major legal needs of this group are housing (evictions, goods left behind or stored, Department of Housing decisions, tenancy disputes); debt (Centrelink, SPER, mobile phones, consumer credit, government); family law and DV; crime and orders around mental health and guardianship. Some who are insecurely housed also face employment and training issues.

The Federal Government's White Paper on homelessness, *The Road Home: A National Approach to Reducing Homelessness* identified family violence as a major driver of homelessness and the single biggest reason for people seeking homelessness assistance.

The major challenges in working with this client group include:

- Clients are unlikely to identify themselves as homeless.
- Many mainstream systems fail to both identify a service-user's homelessness and respond appropriately. Centrelink, SPER, Department of Housing, education providers.
- Other categories of “need” such as people with a disability, experiencing domestic violence, mental illness, exiting institutions or people with an indigenous or refugee heritage are all significant “subsets” of homelessness. One outcome of this is that a legal service addressing one of these categories, for instance - a domestic violence issue, may not identify or have capacity to engage with the legal needs connected to a client's homelessness.
- Clients are highly transient, regularly changing address and mobile phone numbers.
- Clients may initially appear to have limited capacity (in the legal sense).
- System indifference and competing stressors have resulted in a culture of disengagement in this client group. Effective legal service delivery must be persistent, personal, practical and collaborative (especially multi-disciplinary). Self-help legal strategies are not appropriate given the level of stress and disconnection experienced by people experiencing homelessness. Hence, casework is essential.

Issue	Action	Lead	Resources	Timeframe
Need for CLCs broadly to connect with other agencies to deliver accessible service to people experiencing homelessness.	CLCs to connect to relevant Homelessness Community Action Plan (HCAP) strategies.	Homeless Persons' Legal Clinic to facilitate HCAP meeting with local CLCs	Draw on existing resources	September 2014
Need to build knowledge in the community sector regionally about the legal needs commonly experienced by people experiencing homelessness.	Plan training day in regional areas from various CLCs to community workers in homelessness sector (already occurring annually in Brisbane).	HPLC	Draw on existing resources	March 2015
Need for specialist skill development in CLCs to provide effective services for homeless populations.	HPLC to provide training to sector (QAILS webinar).	HPLC, YAC,	Draw on existing resources	September 2014

²⁰ Christine Coumarelos and Julie People, 'Home is Where the Heart is: a Working Paper on Homelessness, Disadvantaged Housing and the Experience of Legal Problems' (Updating Justice No 23), Law and Justice Foundation of New South Wales (April 2013) <[http://www.lawfoundation.net.au/ljf/site/templates/UpdatingJustice/\\$file/UJ_23_HomelsWhereTheHeartOfLegalNeeds_FINAL.pdf](http://www.lawfoundation.net.au/ljf/site/templates/UpdatingJustice/$file/UJ_23_HomelsWhereTheHeartOfLegalNeeds_FINAL.pdf)>

²¹ See Appendix 3 for Queensland Government statistics indicating the presence and type of homelessness across Queensland.

People with disability or mental illness

Coordinated by Rebekah Leong (Queensland Advocacy Incorporated)

People with a disability (including both physical and mental illnesses or conditions) were found to be twice as likely to experience legal problems as the sample population, according to 2012 legal needs research.²²

Despite this, dedicated services for people with disabilities in Queensland are limited. Action items here align with those outlined in the *Mental health law* section above.

Issue	Action		
Need for more discussion and collaboration among CLCs about supporting people with disability and mental illness.	i.	Quarterly network meeting to identify common issues and trends. First meeting occurred in January 2014 to prepare this action plan.	
	ii.	As-needed section in QAILS digest informing on CLC projects and new legal and non-legal services which relate to disability and mental illness.	
	Lead	Resources	Timeframe
	QAI, TASC	Draw on existing resources	Next meeting January 2015
Lack of support for people with disability (especially people with mental illness) appearing in criminal matters, particularly in rural areas. This includes a lack of consistency, knowledge, understanding of issues and processes by courts.	Action		
	i.	Gather statistics and case studies from regional CLCs – identify the scope of the issue.	
	i.	Undertake a pilot project aimed at improving support for clients assisted by Roma CLC in the hope that a similar framework can be rolled out to other CLCs.	
	Lead	Resources	Timeframe
	QAI	Funding for pilot project	December 2014
	Roma, TASC	required	December 2015
	Action		
	Educate legal and other relevant sectors about the rights and obligations of people with mental illness in the criminal justice system, including the ramifications of their matter being referred to the Mental Health Court – present at Queensland Law Society or other appropriate conference.		
	Lead	Resources	Timeframe
	TASC, QAI	Draw on existing resources	2015
	Action		
Increase skilled assistance available to people charged with a criminal offence who are also subject to the <i>Mental Health Act 2000</i> (Qld) to help them understand, navigate and progress their matter.			
Lead	Resources	Timeframe	
TASC, QAI	Draw on existing resources	2015	
Lawyers uncertain about the extent to which they may assist and/or act people with impaired or suspected impaired capacity. This item also applies to the action plan for guardianship and administration.	Action		
	i.	Development of capacity handbook. ²³	
	ii.	Training on capacity issues.	
	iii.	Systemic advocacy for introduction of an undergraduate legal subject on this issue.	
	Lead	Resources	Timeframe
	QAI, TASC	Pro bono assistance from Allens Linklaters/training venue	i. July 2014 ii. March 2015 iii. December 2015

22 Christine Coumarelos, Deborah Macourt, Julie People, Hugh M McDonald, Zhigang Wei, Z., Reiny Iriana, and Stephanie Ramsey, The Legal Australia-Wide Survey: Legal Need in Australia, Law and Justice Foundation of New South Wales (August 2012) 68 <[http://www.lawfoundation.net.au/ljf/site/templates/LAW_AUS/\\$file/LAW_Survey_Australia.pdf](http://www.lawfoundation.net.au/ljf/site/templates/LAW_AUS/$file/LAW_Survey_Australia.pdf)>

23 Referencing existing materials such as Dan Toombs' book Disability Law and the Queensland Criminal Justice System, the LAQ Duty Lawyers Handbook, and the Queensland Criminal Justice Centre website

Need for CLC workers to improve the skills necessary to best assist people with mental illness and intellectual disability.

Action

Training in effective communication with and advocacy for people with mental illness or intellectual disability.

Lead

QAI, QPILCH
(mental illness)
TASC (intellectual
disability)

Resources

Draw on existing resources

Timeframe

QAILS 2015 Conference

Need to ensure people with disability/mental illness are able to access assistance for their legal issues.

Action

Regular delivery of training to service providers to assist them to identify legal issues, and help their clients to access legal help.

Lead

QPILCH with
assistance from
TASC

Resources

Draw on existing
resources

Timeframe

Queensland Disability Conference 2015

Prisoners

Coordinated by Matilda Alexander (Prisoners Legal Service)

The Queensland prisoner population is characterised by a range of personal factors which inhibit their ability to access services, including high rates of poverty, disability and homelessness, low levels of educational attainment and generational incarceration. High rates of Aboriginal and Torres Strait Islander prisoners face cultural and language barriers, as do culturally and linguistically diverse prisoners.

The ability of prisoners to access legal services is reduced due to institutional factors such as:

- lack of physical access to CLC services through appointments or drop in centres
- no access to information, community legal education or service delivery on the internet
- limited access to the number of telephone contacts (only 5-10 numbers allowed; delay of up to 6 weeks for approval for number to be added)
- lack of access to private providers such as banks, real estates and debt companies leading to communication deficits and reduced capacity to take action to avoid legal problems
- access to information disseminated through community resources such as libraries, doctors and council offices meaning is limited.

Services are not delivered to prisoners unless they are available through physical visits, mail or by prisoner telephone system.	Action		
	Explore models to ensure prisoners have access to CLC services.		
	Lead	Resources	Timeframe
	Prisoners Legal Service with contributions from CLCs with a regional prison.	Draw on existing resources	June 2016
	Action		
	Advertise services and accessibility in Prisoners Legal Service publications. Contribute articles about changes in the law to support dissemination of legal information to prisoners.		
	Lead	Resources	Timeframe
	CLC's with a prison in their catchment area/target group	Draw on existing resources	March 2015

Rural, regional and remote clients

Coordinated by Felix Turnbull (Goondiwindi Community Legal Service)

Queensland's vast geographic distances present numerous challenges in providing appropriate and accessible legal services. Responses to some of the key issues are outlined below.

Issue	Action																		
Lack of support for workers in RRR services.	<p>Establish a rural, regional and remote (RRR) network, which will have at least three telephone conferences per year and meet face-to-face at the QAILS state conference.</p> <table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>TASC to convene for first year; annually re-elected chair</td><td>Draw on existing resources</td><td>QAILS AGM November 2014</td></tr></table>	Lead	Resources	Timeframe	TASC to convene for first year; annually re-elected chair	Draw on existing resources	QAILS AGM November 2014												
Lead	Resources	Timeframe																	
TASC to convene for first year; annually re-elected chair	Draw on existing resources	QAILS AGM November 2014																	
Need for succession planning.	<p>Action</p> <p>RRR network representative nominated to Board of the Nation Rural Law & Justice Alliance (NRLJA).</p> <p>Discuss ways in which to highlight to the government the oversupply of law graduates and the under supply of RRR legal practitioners at the NRLJA.</p> <table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>Queensland NRLJA representative</td><td>Draw on existing resources</td><td>July 2014 onwards</td></tr></table> <p>Action</p> <p>Work with law schools in close proximity of CLCs to provide pathways and insight for students into RRR CLC practice. Establish a scholarship program / graduate recruitment program.</p> <table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>RRR network</td><td>Will require significant, new funding</td><td>July 2016</td></tr></table> <p>Action</p> <p>Write to the Queensland Government identifying the need for CLC workers to be paid in line with that of Queensland Government and Legal Aid Queensland.</p> <table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>QAILS</td><td>Draw on existing resources</td><td>July 2015</td></tr></table>	Lead	Resources	Timeframe	Queensland NRLJA representative	Draw on existing resources	July 2014 onwards	Lead	Resources	Timeframe	RRR network	Will require significant, new funding	July 2016	Lead	Resources	Timeframe	QAILS	Draw on existing resources	July 2015
Lead	Resources	Timeframe																	
Queensland NRLJA representative	Draw on existing resources	July 2014 onwards																	
Lead	Resources	Timeframe																	
RRR network	Will require significant, new funding	July 2016																	
Lead	Resources	Timeframe																	
QAILS	Draw on existing resources	July 2015																	
Providing outreach is costly.	<p>Action</p> <p>Seek partnership with academics/research students to investigate the value of advice provided via technology versus face to face contact, the need for consistent contact with RRR clients and the resource implications this generates.</p> <table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>QAILS</td><td>Draw on existing resources</td><td>July 2015</td></tr></table> <p>Action</p> <p>Support funding to provide community centres and other outreach locations with suitable reciprocal IT capabilities (eg videoconferencing facilities).</p> <table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>RRR network</td><td>New funding required</td><td>November 2015</td></tr></table>	Lead	Resources	Timeframe	QAILS	Draw on existing resources	July 2015	Lead	Resources	Timeframe	RRR network	New funding required	November 2015						
Lead	Resources	Timeframe																	
QAILS	Draw on existing resources	July 2015																	
Lead	Resources	Timeframe																	
RRR network	New funding required	November 2015																	
Need to test the assumption that technology is a 'cure all' for addressing gaps in and expenses associated with service delivery.																			
People in RRR areas are unaware of how to access legal assistance or the services available.	<p>Action</p> <p>Explore service promotion, particularly aimed at vulnerable members of the community, through the production and distribution of pamphlets, presentations in schools and attending local events.</p> <table><tr><th>Lead</th><th>Resources</th><th>Timeframe</th></tr><tr><td>New RRR network</td><td>Draw on existing resources</td><td>July 2014 onwards</td></tr></table>	Lead	Resources	Timeframe	New RRR network	Draw on existing resources	July 2014 onwards												
Lead	Resources	Timeframe																	
New RRR network	Draw on existing resources	July 2014 onwards																	

Lack of volunteer lawyers in RRR areas to provide legal advice and or practical expertise and assistance to CLCs.

Action

Develop a strategy to seek out private firms willing and able to provide RRR advices and compile a directory of these firms.

Lead

RRR Network, QPILCH

Resources

Draw on existing resources

Timeframe

December 2015

Sole parents

Coordinated by Bill Mitchell (Townsville Community Legal Service)

Sole parents were found to be twice as likely to experience legal problems as the broader population, according to 2012 legal needs research.²⁴

Principal challenges working with this group include:

- it is a widespread and increasing demographic
- inherent legal problems exist in the areas of family law, child support, domestic and family violence - crossing various general (geographic) and specialist (demographic) services
- sole parents are time poor as a result of the day-to-day responsibilities in raising the child or children
- sole parents are an identified disadvantaged group - low income, high welfare reliance
- there are systemic barriers including limited access to childcare where employed, increased transport costs where children also travel and time spent in handover/contact issues.

Issue	Action		
Need for statistics to identify localities with large single-parent populations and target referral processes.	Identify and collate appropriate data to identify populations and referral points for services.		
	Lead	Resources	Timeframe
	QAILS	Council of Single Mothers and their Children, QCOSS	March 2015
	Action		
	Identify best target CLC for information, advice and casework across civil, crime and family law practice areas in priority order.		
	Lead	Resources	Timeframe
	QAILS	Council of Single Mothers and their Children, QCOSS	March 2015
As a population with established high legal needs specific self-help resources should be made available to sole parents.	Action		
	Identify and promote best practice self-help resources.		
	Lead	Resources	Timeframe
	QAILS	Council of Single Mothers and their Children, QCOSS	March 2015

²⁴ Christine Coumarelos, Deborah Macourt, Julie People, Hugh M McDonald, Zhigang Wei, Z. Reiny Iriana, and Stephanie Ramsey, The Legal Australia-Wide Survey: Legal Need in Australia, Law and Justice Foundation of New South Wales, (August 2012) 68 <[http://www.lawfoundation.net.au/ljf/site/templates/LAW_AUS/\\$file/LAW_Survey_Australia.pdf](http://www.lawfoundation.net.au/ljf/site/templates/LAW_AUS/$file/LAW_Survey_Australia.pdf)>

Women

Coordinated by Kara Cook (Women's Legal Service)

The high rates of domestic violence experience by women and their children outlined in the *Domestic and family violence* section above, make women as a group, and Aboriginal and Torres Strait Islander women in particular, likely to experience increased vulnerability to legal problems as a result of:

- ongoing day to day responsibility for the care of children
- attitudinal issues, services and institutions responding in a victim blaming paradigm
- issues regarding the law itself such as the ongoing emphasis in the Family Law Act on "shared parenting" can place women and children in danger of being exposed to ongoing abuse
- gender bias in legal aid.

Issue	Action		
Need to increase the number of centres participating in coordinated law reform activities.	Encourage CLCs to join the Women's Legal Services Australia network, which coordinates law reform nationally, through profiling and inclusion of updates in communication materials.		
	Lead	Resources	Timeframe
	QAILS	Draw on existing resources	2014
Lack of information sharing between generalist centres and specialist DFV networks.	Action		
	Identify a representative from existing domestic violence networks to sit on the CLC DFV network being established.		
	Lead	Resources	Timeframe
	Women's Legal Service	Draw on existing resources	2014
Difficulties of accessing pro bono assistance in the family law area which is a high area of demand for women. ²⁵	Action		
	Explore the possibility of a QLS Pro Bono Service to be developed for Family and Criminal Law matters so a centralised referral point for women experiencing legal issues exists.		
	Lead	Resources	Timeframe
	Domestic and family violence network	Draw on existing resources	2016

²⁵ National Pro Bono Resource Centre, *Pro Bono Legal Services in Family Law and Family Violence: Understanding the Limitations and Opportunities* (October 2013) 44
 < https://wic041u.server-secure.com/vs155205_secure/CMS/files/cms/Family%20Law%20Report%20FINAL.pdf >

Abbreviations

ABS	Australian Bureau of Statistics
ACOSS	Australian Council of Social Service
ADCQ	Anti-Discrimination Commission of Queensland
AHRC	Australian Human Rights Commission
ATSILS	Aboriginal and Torres Strait Islander Legal Service
BAQ	Bar Association of Queensland
CALD	Culturally and Linguistically Diverse
CEDAW	Convention on the Elimination of Discrimination against Women
CLC	Community Legal Centre
CLE	Community Legal Education
CLSIS	Community Legal Services Information System
CLSP	Community Legal Services Program
DJAG	Department of Justice and Attorney-General
DFV	Domestic and Family Violence
EDO	Environmental Defender's Office
EPOA	Enduring Power of Attorney
FVPLS	Family Violence Prevention Legal Service
GAA	Guardianship and Administration
HCAP	Homelessness Community Action Plan
HPLC	Homeless Persons Legal Clinic (QPILCH)
ICAN	Indigenous Consumer Assistance Network
IHI	Individual Healthcare Identifier
ITO	Involuntary Treatment Order
LAF	Legal Assistance Forum
LAQ	Legal Aid Queensland
LGBTI	Lesbian, Gay, Bisexual, Trans, Intersex
LPITAF	Legal Practitioners Interest on Trust Account Fund
LYLS	Logan Youth Legal Service
MHLP	Mental Health Law Practice (QPILCH)
MHLS	Mental Health Legal Service (QAI)
MHRT	Mental Health Review Tribunal
MOU	Memorandum of Understanding
NGO	Non-Government Organisation

NPBRC	National Pro Bono Resource Centre
NRLJA	National Rural Law and Justice Alliance
OAG	Office of the Adult Guardian
PII	Professional Indemnity Insurance
PLS	Prisoners Legal Service
PT	Public Trustee
QAI	Queensland Advocacy Inc.
QAILS	Queensland Association of Independent Legal Services Inc.
QCAT	Queensland Civil and Administrative Tribunal
QCOSS	Queensland Council of Social Service
QCS	Queensland Corrective Services
QIFVLS	Queensland Indigenous Family Violence Legal Service
QLAF	Queensland Legal Assistance Forum
QLS	Queensland Law Society
QPILCH	Queensland Public Interest Law Clearing House Inc.
RAILS	Refugee and Immigration Legal Service
RAP	Reconciliation Action Plan
RTA	Residential Tenancies Authority
RRR	Regional, Rural and Remote
SEIFA	Socio-Economic Indexes for Areas
SLASS	Seniors Legal and Support Service
SPER	State Penalties Enforcement Registry
SWBCLC	South West Brisbane Community Legal Centre Inc.
TAAS	Tenant Advice and Advocacy Service
TASC	The Advocacy and Support Centre Inc.
TCLS	Townsville Community Legal Service
TUQ	Tenants' Union of Queensland
WLS	Womens' Legal Service
WRC	Welfare Rights Centre
YAC	Youth Advocacy Centre

Appendix 1

Sample Terms of Reference – Queensland CLC Networks

This template is designed to help networks identified in this plan develop terms of reference.

The terms below are not intended to be prescriptive but will provide a starting point and outline the scope of QAILS involvement.

Name of network:

Purpose

- Progress the work plan for the network created through the Community Legal Services Plan.
- Enable collaborative practice between group members.
- Respond to systemic issues and service gaps impacting the collective client group.
- Resource the broader Queensland CLC sector through sharing specialist knowledge.
- Allow for group negotiation for benefits on behalf of members (for example, discounted fees for professional development activities).
- Networks are encouraged to link with their corresponding national network annually via the NACLC conference. (A list of national network convenors is at the end of this document).

Membership

- Membership is open to any Queensland community legal centre staff member.
- Prospective members of the network should be willing to contribute to the work plan and consider their capacity to participate.
- A convenor will be elected from the membership on an annual basis.

Meetings

- Meetings will be held regularly throughout the year as the members of the network consider appropriate, but will include face-to-face meetings at the QAILS Conference in the first half of the year and the AGM in the second half of the year.
- QAILS will provide secretariat support if required, including:
 - notification of meetings by email to members
 - distribution of agendas and minutes to network members
 - provision of teleconference facilities
 - a secure page on the QAILS website to post information.

Work plan

- The network may choose to amend the work plan over time as a result of challenges and opportunities which arise. Further action items may be identified.
- The work plan will be revisited on a yearly basis at a face-to-face meeting.

Reporting

- Time will be allocated to networks reporting on their work at the QAILS AGM, particularly in relation to progress on the work plan.
- The QAILS Annual Report will contain an overview of network activity and achievements.

Network	Contact	Phone/email
Aboriginal and Torres Strait Islander Women's Legal Services	June Lennon	08 8641 2195 june.lennon@fvlsac.org.au
Administrators	Graeme Chambers	02 4628 2042 Graeme_Chambers@clc.net.au
Animal Law	Angela Pollard	02 6621 1005 Angela_Pollard@clc.net.au
Child Support Scheme	Carolyn Turner	02 4276 1939 Carolyn_Turner@clc.net.au
Clinical Legal Education	Anna Cody	02 9385 9566 a.cody@unsw.edu.au
Community Legal Education Worker	For more information about Community Legal Education Workers (CLEWS), click here .	
Disability Rights	Phillip French	02 8014 7005 pfrench@disabilitylaw.org.au
Employment	Toni Emmanuel	08 9227 0100 toni@elcwa.org.au
Environment: Australian Network of Environmental Defenders Offices (ANEDO)	Felicity Millner	03 8341 3112 felicity.millner@edo.org.au
Human Rights	Dianne Anagnos	02 9385 9566 d.anagnos@unsw.edu.au
Lesbian, Gay, Bisexual, Transgender & Intersex	Julie Howes Heidi Yates	02 9332 1966 julie@iclc.org.au 02 6257 4377 hyates@womenslegalact.org
Older Persons	Vivienne Campion	07 3214 6333 vivienne@caxton.org.au
Police Accountability	Tamar Hopkins David Porter	03 9376 4355 principal@fkclc.org.au 02 9698 7277 david@rlc.org.au
Refugee and Immigration Legal Services		
Rural, Regional, Remote (RRR)	Lee Milcherdy	07 4194 2663 tscls@bigpond.net.au
Tenancy: National Association of Tenant Organisations (NATO)	Penny Carr	07 3257 1411 coordinator@tuq.org.au
Welfare Rights	Ian Turton	02 4276 1939 ian_turton@clc.net.au
Women	Heidi Guldbaek	08 9272 8855 heidi@wlcwa.org.au
Youth	Ahram Choi Kelly Tallon	02 9385 9590 ahram.choi@ncylc.org.au 02 9385 9591 kelly.tallon@ncylc.org.au

Appendix 2

2011 Census – youth population by age, Indigenous status and region²⁶

²⁶ Community Profiles, Australian Bureau of Statistics, (2011)
<http://www.abs.gov.au/websitedbs/censushome.nsf/home/communityprofiles?opendocument&navpos=230>

Region	Total Population		0-17yrs Population/ % of total population		0-4yrs		5-9yrs		10-16yrs		17yrs		18-24yrs Population	
							Primary & secondary education system							
	Child protection system													
									Youth justice		Adult criminal justice system			
Australia	21 507 719		5 054 839 23.5%		1 421 048		1 351 921		1 999 263		282 607		2 020 391	
ATSI no./% age gp	548 370	2.6%	169 796	3.4%	67 414	4.7%	64 935	4.8%	25 498	1.3%	11 882	4.2%	68 276	3.4%
Queensland	4,332,738		1 053 88 24.3%		297,891		286,989		410 116		58 887		409 742	
ATSI no./% age gp	155 827	3.6%	69 156	6.6%	20,383	6.8%	19,217	6.7%	26 219	6.4%	3 337	5.7%	18 918	4.6%
Brisbane^	894 810		251 020 28.0%		57 600		54 800		127 211		11 409		98 043	
ATSI no./% age gp	12 856	1.4%	5 410	2.2%	1 443	2.5%	1 392	2.5%	2 270	1.8%	305	2.7%	1510	1.5%
Cairns*	224 438		57 477 25.6%		16 193		15 736		22 488		3 060		17 459	
ATSI no./% age gp	23 123	10.3%	10 387	18.0%	3 109	19.2%	2 870	18.2%	3 945	17.5%	463	15.1%	1 372	7.9%
Darling Downs & Maranoa*	122 271		32 200 26.3%		8 975		8 903		12 742		1 580		8 721	
ATSI no./% age gp	5 751	4.6%	2 725	8.5%	855	9.5%	733	8.2%	1 018	8.0%	119	7.5%	321	3.7%
Fitzroy*	211 346		56 297 26.6%		16 102		15 186		21 932		3 077		18 748	
ATSI no./% age gp	10 529	5.0%	4 905	8.7%	1 420	8.8%	1 381	9.1%	1 867	8.5%	228	7.4%	1 219	6.5%
Gold Coast*	507 640		113 818 22.4%		31 851		30 647		44 835		6 485		48 238	
ATSI no./% age gp	6 350	1.3%	2 646	2.3%	741	2.3%	697	2.3%	1 076	2.4%	132	2.0%	869	1.8%
Ipswich*	281 791		77 944 27.7%		23 064		21 220		29 535		4 145		27 151	
ATSI no./% age gp	9 992	3.6%	4 748	6.1%	1 441	6.3%	1 300	6.1%	1 770	6.0%	237	5.7%	1 199	4.4%
Logan-Beaudesert*	290 427		81 204 27.9%		23 566		21 671		31 321		4 646		28 770	
ATSI no./% age gp	8 382	2.9%	4 058	5.0%	1 212	5.1%	1 119	5.2%	1 529	4.9%	198	4.3%	1 080	3.8%
Mackay*	166 810		46 212 27.7%		12 432		11 686		15 851		2 185		15 031	
ATSI no./% age gp	6 848	3.9%	3 079	6.7%	872	7.0%	890	7.6%	1 167	7.4%	150	6.9%	782	5.2%
Moreton Bay N*	215 454		54 141 25.1%		15 015		14 825		21 238		3 063		18 048	
ATSI no./% age gp	6 012	2.8%	2 832	5.2%	826	5.5%	748	5.0%	1 126	5.3%	132	4.3%	743	4.1%
Moreton Bay S*	167 429		46 570 27.8%		13 477		12 944		17 742		2 407		14 873	
ATSI no./% age gp	2 609	1.6%	1 211	2.6%	346	2.6%	344	2.7%	459	2.5%	62	2.6%	318	2.1%
Outback*	82 925		23 353 28.1%		7 302		6 932		8 047		1 072		8 053	
ATSI no./% age gp	25 018	30.2%	10 154	43.5%	3 147	43.1%	3 069	48.0%	3 474	43.0%	455	42.5%	3 027	37.6%
Sunshine Coast*	306 908		70 452 22.9%		17 474		19 579		29 284		4 115		21 638	
ATSI no./% age gp	4 589	1.5%	2 117	3.0%	569	3.3%	572	3.0%	853	3.0%	123	3.0%	545	2.5%
Toowoomba*	140 219		36 788 26.2%		10 176		9 668		14 758		2 186		13 690	
ATSI no./% age gp	4 734	3.4%	2 373	6.5%	772	7.6%	638	6.6%	845	5.7%	118	5.4%	570	4.2%
Townsville*	217 897		55 876 25.6%		15 647		14 855		22 090		3 284		23 304	
ATSI no./% age gp	15 414	7.1%	6 891	12.4%	1 973	15.1%	1 874	12.6%	2 688	12.2%	356	10.5%	1 965	8.4%
Wide Bay*	273 267		65 504 23.9%		16 806		17 751		27 327		3 620		17 819	
ATSI no./% age gp	10 843	4.0%	5 233	8.0%	1 482	8.9%	1 435	8.9%	2 077	7.6%	239	6.6%	1 114	6.3%

* ABS - SA4 level

^ Data for Brisbane N, Brisbane S, Brisbane E, and Brisbane W at SA4 level combined

Homelessness groups, by area, Queensland 2011

Figure C3

	Persons who are in improvised dwellings, tents or sleeping out	Persons in supported accommodation for the homeless	Persons staying temporarily with other households	Persons staying in boarding houses	Persons in other temporary lodging	Persons living in 'severely' crowded dwellings	All homeless persons
Brisbane - East	5	88	157			47	350
Brisbane - North	10	232	129	92	0	124	587
Brisbane - South		227	231	298		452	1 219
Brisbane - West			100	25	0	75	225
Brisbane Inner City	72	303	164	1,248	38	118	1 943
Ipswich	41	215	284			498	1 157
Logan - Beaudesert	17	135	280			534	1 066
Moreton Bay - North	20	91	229	26	5	153	524
Moreton Bay - South	3		119		0	56	228
Cairns	201	353	290	468	28	963	2 303
Darling Downs - Maranoa	49	33	128	62	10	21	303
Fitzroy	241	441	264	215	8	177	1 346
Gold Coast	184	216	453	297	35	241	1 426
Mackay	162	221	210	130	15	155	893
Queensland - Outback	185	176	202	101	3	1 463	2 130
Sunshine Coast	133	165	334	55	15	56	758
Toowoomba	13	146	134	125	9	87	514
Townsville	73	276	234	279	7	722	1 591
Wide Bay	159	408	356	100	13	246	1 282
Total	1 568	3 726	4 298	3 521	186	6 188	19 845

Source: Census of Population and Housing, 2011, Cells in the table have been randomly adjusted to avoid the release of confidential data. As a result, cells may not add to totals.



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