



**Community
Legal Centres
Queensland**

Referring your constituents to Community Legal Centres

Community Legal Centres Queensland

Wednesday 1 November 2017

Welcome and acknowledgements

- Community Legal Centres Queensland (CLCQ) and the CLC staff presenting today would like to acknowledge the traditional owners of the land and pay our respect to their elders: past, present and emerging
- Welcome to the Senators, MPs and electorate office staff who have joined us or are listening to the recording of this webinar
- Today's presenters are from CLCs across Queensland including:
 - Basic Rights Queensland (BRQ)
 - Refugee and Immigration Legal Service (RAILS)
 - Caxton Legal Service
 - LGBTI Legal Centre
 - Queensland Advocacy Inc (QAI)
 - Queensland Indigenous Family Violence Legal Service (QIFVLS)
 - The Advocacy and Support Centre (TASC)
 - Cairns Community Legal Centre
 - North Queensland Women's Legal Service (NQWLS)
 - Women's Legal Service (WLS)
 - Tenants Queensland

Community Legal Centres Queensland (CLCQ)

- CLCQ provides support and advocacy for 33 independent community legal centres (CLCs) operating across Queensland
- Queensland's CLCs provide free information, advice and referral, representation and casework, community education and advocacy for vulnerable people and communities facing legal problems
- CLCQ operates through a small staff team to provide:
 - Member support services including the coordination of an annual state conference, training and webinars on relevant issues, and regular newsletters about matters of interest to CLC staff, volunteers and management committees
 - Encouraging community participation and collaboration to make the legal system more equitable and accessible, including linking people to legal information and services so they get the legal help they need
 - Support regarding professional standards for CLCs through accreditation and professional indemnity insurance management
 - Representation for all members in relation to funding in emerging areas and advocating for fairer laws, and beneficial programs and policies

This webinar

- Outline how CLCs can assist your constituents with their legal matters
- Provide contact information and referral processes for each of the CLCs to allow you to refer your constituents
- Opportunity for you to ask questions to each of the CLC representatives at the conclusion of the presentation

Basic Rights Queensland



**Basic Rights
Queensland** Inc.
SOCIAL SECURITY & DISABILITY
DISCRIMINATION SERVICES

Basic Rights Queensland



- **Presenter:** Georgina Warrington, Director
- **Location:** Fortitude Valley, Brisbane
- **Region serviced by CLC:** Statewide service. BRQ provides advice to people who call from north Qld, rather than refer them on again, however we generally refer to Townsville CLS or Cairns CLC for representations
- **Areas of law covered:** Specialist service – social security and disability discrimination law
- **Services provided:** Information, advice, duty lawyer at the Administrative Appeals Tribunal Social Services and Child Support Division, representation, community legal education resources and activities, social work services
- **Referral process:** Self-referral or agency referral. No referral form, but warm referrals are prioritised
- **Contact details:**
 - Advice line: 1800 358 511 / 3847 5532
 - Admin line: 3421 2510
 - Address: PO Box 293, Fortitude Valley, Qld 4006
 - Website: <http://www.brq.org.au/>

Basic Rights Queensland



- **Client eligibility for services:**
- BRQ's clients face multiple, compounding layers of disadvantage, eg disability, mental illness, very low/no income)
- More resource-intensive services (eg drafting a submission, advocating with Centrelink on a client's behalf or representation at a Tribunal or Conciliation) are only provided for clients who meet BRQ's casework guidelines, i.e. they are assessed as vulnerable and unable to self-advocate
- While BRQ considers the below factors, we take into account the client's whole situation and the interplay of the factors:
 - Being homeless or at risk of homelessness
 - Experiencing a mental health condition
 - No income or assets
 - Affected by family violence
 - Limited capacity to self-advocate
 - At risk of harm
 - Isolation – no/very limited support
 - Language difficulties

Basic Rights Queensland



- **Additional information:**
- BRQ operates a daily telephone advice service
- Intake is conducted when the client first contacts and a booking is made for an advice session. Bookings fill up at least a week in advance. BRQ phones the client back to give advice.
- Intake calls are conducted between 9.30am-12.30pm and between 2pm-4pm
- Intake also triages calls: If a client is particularly vulnerable and/or their worker makes a warm referral, we advise the client immediately / call them back at the first opportunity
- We have long had a positive working relationship with Department of Human Services (DHS) and this has proved highly beneficial for clients. BRQ has been allocated specific DHS contacts through whom we advocate on behalf of very vulnerable clients and are able to get quick results

Refugee and Immigration Legal Service (RAILS)



RAILS
REFUGEE & IMMIGRATION
LEGAL SERVICE INC

- **Presenter:** Bruce Wells, Principal Solicitor & Registered Migration Agent
- **Location:** 170 Boundary Street, West End, Brisbane
- **Region serviced by CLC:** Statewide service
- **Areas of law covered:** Queensland's only specialist refugee and immigration law CLC focusing on protection visas, refugee family reunion, and migrants who have experienced family violence
- **Services provided:**
 - Advice – telephone, face-to-face, or written
 - Representation – to the Minister, Department of Immigration and Border Protection (DIBP), Administrative Appeals Tribunal (AAT), and Commonwealth Courts
 - Education – community legal education for migrants, and professional legal education to universities and lawyers/migration agents
- **Client eligibility for services:**
 - Initial advice or information is available to all, subject to capacity
 - Representation or ongoing assistance is means and merits tested



Refugee and Immigration Legal Service (RAILS)



RAILS
REFUGEE & IMMIGRATION
LEGAL SERVICE INC

- **Referral process:**
 - RAILS has referral protocols with most QLD migrant support organisations and family violence service providers
 - Other referrals welcome – referral form attached
- **Contact details:**
 - Phone: (07) 3846 9300
 - Fax: (07) 3844 3073
 - Address: PO Box 5143 West End Q 4101
 - Website: <http://www.rails.org.au>
 - Email: admin@rails.org.au
- **Additional information:**
 - Opening hours: 9am-5pm, Monday to Friday
 - Appointments for face to face advice: by telephone, Monday from 10am
 - Regional clients: telephone advice by appointment
 - Urgent matters: subject to capacity

Caxton Legal Service

caxton
legal centre inc



Caxton Legal Service



- **Presenter:** Bridget Burton, Coordinating Lawyer, General Practice
- **Location:** South Brisbane
- **Region serviced by CLC:** Queensland – Caxton’s general program assists where we are the closest service for clients, but specialist programs are available Statewide, and the Seniors Legal and Support Service (SLASS) operates in the south-east corner
- **Areas of law covered:** General, SLASS, family, employment, consumer credit, anti-discrimination & HR, coronial inquests, child support, Park and Village Information Link (PAVIL). There are some exceptions – please see website
- **Services provided:**
 - Advice
 - Limited representation based on casework guidelines – some areas of law have greater capacity than others, such as coronial inquests and employment
 - Social work for people with legal issues only
 - Duty lawyer – domestic violence & family law
 - Publication – Qld Law Handbook website: <https://queenslandlawhandbook.org.au/>
 - Community Legal Education – PAVIL and SLASS in particular

Caxton Legal Service



- **Client eligibility for services:**

- Some programs have eligibility criteria, eg: SLASS – over 60 and elder abuse focus, and employment law is restricted to those earning \$67k and under
- For other programs, casework resources are focused on extremely vulnerable clients, but advice is widely available
- We offer advice over the phone and face to face, both during the day and evening, by appointment only

- **Referral process:** Call (07) 3214 6333

- **Contact details:**

- Phone: (07) 3214 6333 (Monday-Friday, 9am-4:30pm)
- Address: 1 Manning Street, South Brisbane, Qld 4101
- Website: <https://caxton.org.au/>
- Email: caxton@caxton.org.au

LGBTI Legal Service



LGBTI Legal Service



- **Presenter:** Matilda Alexander, President
- **Location:** Brisbane
- **Region serviced by CLC:** Statewide
- **Areas of law covered:**
 - Specialist centre, assisting with matters relating to the Lesbian, Gay, Bisexual, Transgender and Intersex community
 - Including family law, separations, relationship breakdowns, property settlements, domestic violence, surrogacies, parenting rights, criminal law, victims' support, employment law, unfair dismissal, workplace bullying, harassment, gender identification, sex changes, civil law, administrative law, government decisions and Centrelink matters
- **Services provided:**
 - Advice, representation, community legal education and law reform.
 - Free & confidential legal consultations are held in-person every Wednesday night from 6pm (phone to book an appointment – phone appointments are also available)
 - LGBTI Legal Service also operates a statewide phone service

LGBTI Legal Service



- **What LGBTI Legal Service cannot help with:**
 - Immigration and visas
 - Medical negligence
 - Building disputes
 - Personal injury
 - Taxation law
 - Commercial law
 - Investments
- **Client eligibility for services:** Must identify as Lesbian, Gay, Bisexual, Transgender (including gender diverse) or Intersex
- **Referral process:** Intake form available at <http://www.lgbtilegalservice.org/>
- **Contact details:**
 - Phone: 0401 936 232
 - Email: info@lgbtilegalservice.org
 - Address: 30 Helen Street (Queensland AIDS Council building), Newstead QLD 4006
 - Website: <http://www.lgbtilegalservice.org/>

Queensland Advocacy Inc (QAI)



- **Presenter:** Rebekah Leong, Principal Solicitor
- **Location:** South Brisbane and Cairns
- **Region serviced by CLC:** Statewide service, although face-to-face services are limited to within a day's drive from Brisbane and Cairns
- **Areas of law covered:** Systems Advocacy and Specialist Individual Advocacy including:
 - Human Rights Legal Service (HRLS) – restrictive practices, guardianship and administration, forensic disability
 - Mental Health Legal Service (MHLS) – treatment authorities, forensic orders, electroconvulsive therapy, Mental Health Review Tribunal
 - Justice Support Program (JSP) – non-legal advocacy for people charged with or suspected of a criminal offence
 - NDIS Appeal Support work – non-legal advocacy
- **Services provided:**
 - HRLS and MHLS: Information, referral, legal advice and representation
 - JSP and NDIS: Information, referral, non-legal advocacy and support



Queensland Advocacy Inc (QAI)



- **Client eligibility for services:**
 - People living in Queensland who have (or have been diagnosed with) a mental illness, intellectual disability, cognitive impairment and/or profound disability
 - The level of assistance provided will depend on the person's vulnerability (including financial hardship, community access, social supports, cultural or linguistic backgrounds, literacy, capacity to self advocate) and the merit of their matter
- **Referral process:**
 - People seeking assistance can contact (07) 3844 4200
 - If they meet the eligibility criteria, they will be booked into the next available advice appointment.
- **Contact details:**
 - Phone: (07) 3844 4200
 - Fax: (07) 3844 4220
 - Address: 2nd Floor, South Central, 43 Peel Street, South Brisbane, Qld 4101
 - Website: <https://qai.org.au/>
 - Email: qai@qai.org.au
- **Opening hours:** 9am-5pm, Monday-Friday



Queensland Indigenous Family Violence Legal Service (QIFVLS)



QUEENSLAND INDIGENOUS FAMILY VIOLENCE LEGAL SERVICE

Located in Brisbane, Cairns, Mount Isa, Rockhampton and Townsville

Queensland Indigenous Family Violence Legal Service (QIFVLS)



- **Presenter:** Tegan Williams, Solicitor; and Michael Canuto, Client Support Officer
- **Location:** Brisbane, Cairns, Mount Isa, Rockhampton and Townsville
- **Region serviced by CLC:** South East, Central, Far North, Gulf & Western; and North Queensland
- **Areas of law covered:** Child protection, domestic & family violence, family law, minor civil matters, sexual assault and victims assist
- **Services provided:** Legal advice, legal representation and casework, community education and community legal education
- **Client eligibility for services:** For the Cairns, Mount Isa, Rockhampton and Townsville service centres:
 - Self-identify as an Aboriginal and/or Torres Strait Islander person and be accepted as such by the relevant Aboriginal and/or Torres Strait Islander community; or
 - a non-Indigenous person if the services provided will provide a direct and substantial benefit to an Aboriginal and/or Torres Strait Islander person
 - The person is a victim/survivor of family violence and/or sexual assault;
 - Has a relevant legal matter with which we can assist; and
 - Is not a perpetrator of domestic or family violence or sexual assault

Queensland Indigenous Family Violence Legal Service (QIFVLS)



- **Client eligibility for services:** For the Brisbane office:
 - Women who self-identify as an Aboriginal and/or Torres Strait Islander and be accepted as such by the relevant Aboriginal and/or Torres Strait Islander community
 - Has a relevant legal matter with which we can assist; and
 - Is not a perpetrator of domestic or family violence or sexual assault
- **Referral process:** Referrals can be either formal (the use of a Referral Form – attached) or informal (by telephone call)
- **Opening hours:**
 - Monday-Thursday 8:30am to 5pm
 - Friday 8:30am to 4pm
 - Closed on public holidays
- **Contact details: STATEWIDE**
 - Freecall: 1800 88 77 00
 - Help email: help@qifvls.com.au
 - Website: <http://www.qifvls.com.au/>

Queensland Indigenous Family Violence Legal Service (QIFVLS)



Contact details:

- **HEAD OFFICE** (Cairns)
 - Level 1, Suite 5, 101-111 Spence St (PO Box 4628), Cairns QLD 4870
 - Phone: (07) 4045 7500
- **FAR NORTH QLD** (Cairns)
 - Level 1, Suite 5, 101-111 Spence St (PO Box 4628), Cairns QLD 4870
 - Phone: (07) 4030 0400
- **SOUTH EAST QLD** (Brisbane)
 - 201 Wickham Tce (PO Box 126), Spring Hill QLD 4004
 - Phone: (07) 3839 6857
- **CENTRAL QLD** (Rockhampton)
 - Level 2A, 130 Victoria Pde (PO Box 690), Rockhampton QLD 4700
 - Phone: (07) 4927 6453
- **GULF & WEST QLD** (Mount Isa)
 - 19 Isa St (PO Box 3073), Mount Isa QLD 4825
 - Phone: (07) 4749 5944
- **NORTH QLD** (Townsville)
 - Level 2, 61-73 Sturt St (PO Box 2005), Townsville QLD 4810
 - Phone: (07) 4721 0600

TASC National



- **Presenter:** Miranda Woodland, Family Lawyer
- **Location:** Toowoomba, Ipswich and Roma
- **Region serviced by CLC:**
 - Toowoomba, Ipswich, Roma and South West Qld
- **Areas of law covered:**
 - Family law
 - Domestic violence
 - Civil law
 - Criminal law
 - Elder abuse (SLASS)
 - Mental Health Law
- **Services provided:** Advice, representation, duty lawyer, social services (counselling and advocacy)
- **Client eligibility for services:** Financial threshold
- **Referral process:** Local stakeholders/ professionals/ family and friends/ self-referrals

- **Contact details:**

- **Toowoomba**

- Phone: (07) 4616 9700 or 1300 008 272
- Address: 223 Hume Street (PO Box 594), Toowoomba QLD 4350
- Opening hours: 9am-4:30pm Monday-Thursday; 9am-4pm Friday
- Email: reception@tascnational.org.au

- **Ipswich:**

- Phone: (07) 3812 7000
- Address: 60 South Street (PO Box 38), Ipswich, QLD 4305
- Opening hours: 9am-4:30pm Tuesday, Wednesday and Thursday
- Email: reception@tascnational.org.au

- **Roma:**

- Phone: (07) 4523 6600 or 1300 272 596
- Address: 96 Arthur Street (PO Box 794), Roma QLD 4455
- Opening hours: 9am-4:30pm Monday-Thursday; 9am-4pm Friday
- Email: tascroma@tascnational.org.au

- **Website:**

<http://www.tascnational.org.au/>

Cairns Community Legal Centre



- **Presenter:** Giselle Negri, Director
- **Location:** Cairns
- **Region serviced by CLC:** Far North Queensland
- **Areas of law covered:** Cairns CLC provides legal services across a variety of areas of law:
 - family law
 - domestic and family violence
 - peace and good behaviour orders
 - employment law
 - discrimination
 - guardianship, administration and other mental health legal matters
 - motor vehicle damage
 - consumer law matters (inc. problems with credit, debt, bankruptcy, superannuation, insurers, telecommunications service providers and others)
 - traffic matters
 - criminal law.



Cairns Community Legal Centre



- **Seniors Legal and Support Service (SLASS):**
 - Cairns CLC also provides a specialist SLASS together with social work support for seniors who are being abused or exploited by someone they trust (or who are at risk of abuse / exploitation)
- **Services provided:**
 - Information & referrals
 - Legal advice
 - In some circumstances, ongoing casework assistance
 - Where appropriate, representation may be provided, including before the Qld Anti-Discrimination and Australian Human Rights Commissions, Fair Work Commission & Mental Health Review Tribunal
 - Cairns CLC also provides DV Duty Lawyer Services in the Magistrates Court and Federal Circuit Court in Cairns
- **What work doesn't the Centre do?**
 - Intellectual property, copyright & trade marking, immigration, native title, personal injuries; or commercial work (eg mortgaging, leasing, buying or selling businesses or houses)
 - These are just some examples. There may also be other work that the Centre does not do or circumstances where it cannot help (eg where it has a conflict of interest, is fully booked or already committed to other work)

Cairns Community Legal Centre



- **Client eligibility for services:**

- Cairns CLC provides legal services for members of the community who:
 - Are experiencing disadvantage
 - Have a legal problem that Cairns CLC is able to assist with
 - Live in the geographical area covered by the Centre (Far North Qld)
- Due to limited resourcing, any ongoing casework services are provided on a case-by-case basis

- **Referral process:**

- Referrals can be made simply by contacting the Cairns CLC office either by phone or in person
- Appointments can also be made through their website

- **Contact details:**

- Phone: 1800 062 608
- Address: Level 1, Main Street Arcade, 85 Lake Street, Cairns
- Website: <http://www.cclc.org.au/>

- **Opening hours:**

- Monday-Friday: Telephone lines open from 9am-4pm
- Monday-Thursday: Doors open from 9am-4pm



North Queensland Women's Legal Service



- **Presenter:** Hayley Grainger, Principal Solicitor
- **Location:** Offices in Cairns and Townsville, with monthly Outreach clinics delivered at Atherton, Mareeba, Innisfail, Mossman, Port Douglas, Ayr, Charters Towers and Ingham
- **Region serviced by CLC:** The top half of Qld – from Sarina, (south of Mackay) up to the Cape and Torres Strait Islands and out to the Northern Territory border
- **Areas of law covered:** Specialist centre providing advice and assistance in:
 - Family Law
 - Domestic Violence
 - Child Protection
 - Victim Assist
 - Discrimination and Tenancy
 - and information and referral provided in other areas of law



Client eligibility for services: Any woman is eligible to receive advice, information, referral and duty lawyer services, however ongoing representation only to those experiencing financial or other disadvantage

North Queensland Women's Legal Service



- **Services provided:**
 - Information and referral
 - Advice
 - Duty lawyer services at the Cairns and Townsville Magistrates Courts for Domestic Violence Matters
 - Duty lawyer services at the Cairns and Townsville Federal Circuit Courts for family law matters
 - Complex casework and representation services within guidelines
- **Referral process:** Call or email either the Cairns or Townsville office
- **Contact details:**
 - Cairns office: (07) 4033 5825 or email: cairns@nqwls.com.au
 - Suite 4, Level 1, 88 Abbott Street (PO Box 2542), Cairns, Qld 4870
 - Townsville office: (07) 4772 5400 or email: tsvadmin@nqwls.com.au
 - Ground Floor, 42 Sturt Street (PO Box 2209), Townsville, Qld 4810
 - 1800 advice line: 1800 244 504
 - Website: <http://nqwls.com.au/>
- **Opening hours:**
 - Monday-Friday, 9am-5pm (closed for lunch between 1-2pm)



Women's Legal Service Queensland

Specialist Community
Legal Centre





About Women's Legal Service

- WLS provides free legal advice and social work support to women throughout Queensland.
- WLS also works in community legal education and law reform.
- Our service focuses on domestic violence, family law matters (children's matters, property settlement, and divorce) and child protection. Our services are targeted to the most vulnerable.







Statewide Helpline: 1800 957 957



Rural, Regional & Remote (RRR) Legal Advice Line: 1800 457 117

Tues 9.30am – 1.30pm



Face-to-face appointments with WLS lawyers & social workers



Evening legal advice drop in sessions staffed by a panel of 100 volunteer lawyers & support workers: Monday & Wednesday evenings from 6pm-8pm





Legal advice & advocacy at **Brisbane Women's Correctional Centre**



Legal advice at Mt Gravatt and Logan **Family Relationship Centres**



Health Justice Partnership – advice at Logan Hospital, Princess Alexandra Hospital



Duty lawyer service for domestic violence matters at Caboolture, Holland Park and Ipswich Courts (court representation)





Women's Legal Service

How can your constituents access WLS?

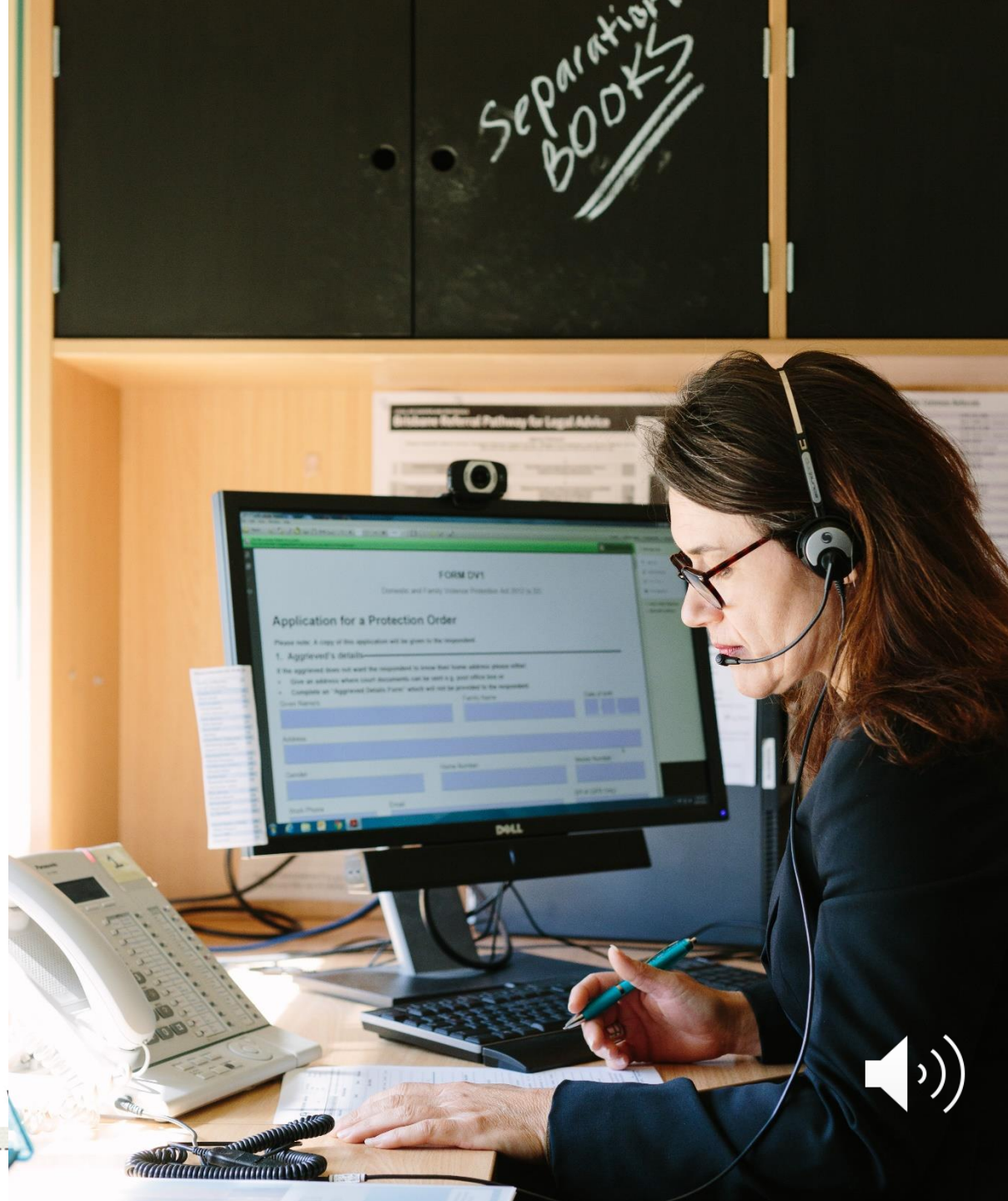
- **Statewide Helpline** – Monday – Friday 9am – 3pm.
- 1800 957 957
- Women will be offered a 30 minute advice appointment with a solicitor, either telephone or in person
- Appointments are booked 1 week in advance
- Urgent calls will be put straight through to a solicitor

Women's Legal Service Inc. 



How can your constituents access WLS?

- **Rural Regional and Remote advice line—**
Tuesday 9.30am – 1.30pm.
- 1800 457 117
- For women outside of Brisbane
- Advice given on the spot by a solicitor





Women's Legal Service

How can your constituents access WLS?

- **Evening drop in advice**
- 8 Ponsonby St, Annerley
- Monday and Wednesday 6pm – 8pm
- Up to 30 minutes of advice
- Staffed by our wonderful team of volunteer lawyers

Women's Legal Service Inc. 





Women's Legal Service

How can your constituents access WLS?

- **Warm referral process**
- Direct referrals from referral partners
- Women will get an appointment with a solicitor
- Telephone or face to face appointment





Women's Legal Service

How can your constituents access WLS?

- **Domestic Violence Duty Lawyer**
- Ipswich Magistrates Court – Mondays from 8.30am
- Holland Park Magistrates Court – Wednesdays from 8.30am
- Caboolture Magistrates Court – Thursdays from 8.30am
- Advice and representation at domestic violence mentions



Women's Legal Service



Women's Legal Service

- **Presenter:** Rachel Neil, Principal Solicitor
- **Location:** Annerley, Brisbane
- **Region serviced by CLC:** Statewide service
- **Areas of law covered:** Family law, domestic violence
- **Services provided:** Advice, representation, duty lawyer, social work
- **Client eligibility for services:** Women who have experienced domestic violence
- **Referral process:**
 - Direct referrals from referral partners – referral form attached
 - Drop-in Monday and Wednesday evenings, 6pm-8pm, Statewide Helpline (Monday-Friday, 9am-3pm), phone advice through Rural, Regional and Remote (RRR) advice line: Tuesdays 9:30am-1:30pm
- **Contact details:**
 - Admin line: (07) 3392 0644 (Monday-Friday 9am-5pm) or email: admin@wlsq.org.au
 - Helpline: 1800 957 957
 - RRR advice line: 1800 457 117
 - Address: PO Box 119 Annerley Qld 4103
 - Website: <https://www.wlsq.org.au/>



Tenants Queensland



Tenants Queensland Inc

Introduction to Tenants Queensland QSTARS



Tenants Queensland



Tenants Queensland Inc

- **Presenter:** Wendy Herman, Advice Worker & Volunteer Coordinator
- **Location:** 87 Wickham Tce, Spring Hill
- **Region serviced by CLC:** Statewide
- **Areas of law covered:** Specialists in tenancy law as well as civil/contract law
- **Services provided:** Advice, Casework Services, Advocacy
- **Client eligibility for services:** Residential tenants. Tenants Qld do not assist lessors or head tenants against sub-tenants or commercial leases
- **Referral process:**
 - Clients ring the Statewide number for direct advice
 - A referral is then made to a regional service if the client requires further support
- **Contact details:**
 - Phone (Advice Service): 1300 744 263
 - Phone (Administration): 3832 9447 for clarification of referral/advocacy process
 - Websites: <https://tenantsqld.org.au/> & <https://qstars.org.au/>
- **Opening hours:**
 - 9am-5pm Monday to Friday
 - Extended hours to 7pm Tuesday & Wednesday



Q & A

- Type your questions into the question box on the GoToWebinar control panel
- Press the button that looks like a hand and you can ask your question via your computer's microphone or phone handset (if calling in)
- Email questions to sdo@communitylegalqld.org.au or ph (07) 3392 0092
- For information on how community legal centres can help your constituents, and contact details for each, please visit the CLC directory on the CLCQ website: <http://communitylegalqld.org.au/find-legal-help/find-centre/browse-directory>
- Thank you!



**Community
Legal Centres
Queensland**

Thank you.

Community Legal Centres Queensland Inc.

PO Box 119, Stones Corner QLD 4120

Tel: 07 3392 0092

admin@communitylegalqld.org.au

www.communitylegalqld.org.au