

Standardised Email Templates for areas of law the centre doesn't do

If a client is contacting the legal centre about an area of law that the centre **does not** provide advice on, you can use the templates below to provide some useful information.

**All information is current as of September 2021. Please make a note to check the links annually.

Copy and paste the relevant information into an email draft saved to be accessed through outlook, directly from this form to an email or any other workflow option.

Hello,

Thank you for contacting XXXX Community Legal Centre. Unfortunately, we cannot provide assistance with your legal matter, however we have included some useful information, links and contacts below.

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Body Corporate (where the client is a member on body corp)

CLCs in Queensland do not provide advice on this area of law. If you are having a dispute within a body corporate, and you are a member of the body corporate, please see the details below:

Body Corporate and Community Management Office

Phone - 1800 060 119

Website - <https://www.qld.gov.au/law/housing-and-neighbours/body-corporate/>

Email- bccm@justice.qld.gov.au

The Body Corporate and Community Management Office provides a range of information and services for those who live, invest or work in a community titles scheme in Queensland. The following services are provided:

- an information service
- a dispute resolution service
- a [search facility](#) to access adjudicator's orders affecting particular community titles schemes.

Additionally, here are some useful links:

Where there has been no body corporate Adjudication attempted

- [Qld Government - Body Corporate and Community Management](#)
- [Qld Government - Adjudication for Body Corporate Disputes](#)

Where there has been no body corporate Conciliation attempted

- [Qld Government – Disputes in a body corporate](#)
- [Qld Government – Conciliation Application](#)
- [Qld Government – Body Corporate and Community Management in Queensland](#)

Where there has been no informal resolution attempted

- [Qld Government – Self Resolution for Body Corporate Disputes](#)
- [Qld Government – Body Corporate and Community Management in Queensland](#)

You may also wish to seek legal advice from a private solicitor. You can use the Queensland Law Society's tool '[Find a solicitor](#)' to find a private practitioner who may be able to help.

Class action

CLCs in Queensland do not provide advice on this area of law. If you have a query about a class action, please see the information and details below:

Class actions are court proceedings that are brought on behalf of a larger group of people who have suffered harm or losses in similar circumstances.

If you have been contacted about participating in a CLASS action, or you are enquiring about starting one, you may also wish to seek legal advice from a private solicitor. There are a number of solicitors who may provide advice on a no-win-no-fee or pro bono basis.

You can use the Queensland Law Society's tool '[Find a solicitor](#)' to find a private practitioner who may be able to help, or you may be able to find a no-win-no-fee lawyer with a google search.

Commercial or business matters

CLCs in Queensland do not provide advice on this area of law. If you have a query about commercial or business matters, please see the information and details below.

The Queensland government have a range of free advisory resources that may be able to provide you with assistance. You can explore these options on the Business Queensland website [here](#).

You may also wish to phone the general enquiries line to see if they can provide some direction for your concern on 13 74 68.

There are a number of resources available on the online services portal [here](#).

You may also find useful free advice at Moneysmart. You can access their website [here](#).

Alternatively, you may also wish to seek legal advice from a private solicitor. You can use the Queensland Law Society's tool '[Find a solicitor](#)' to find a private practitioner who may be able to help.

Conveyancing

CLCs in Queensland do not provide advice on this area of law. If you have a query about a conveyancing matter, you will need to seek legal advice from a private solicitor. You can use the Queensland Law Society's tool '[Find a solicitor](#)' to find a private practitioner who may be able to help.

Immigration

Only a couple of CLCs in Queensland provide advice on this area of law. If you are having an issue relating to immigration, please see the details below:

Refugee and Immigration Legal Service (RAILS)

RAILS provides free legal advice about visas for people on low incomes. For advice,

- Call 07 3846 9300; or
- Visit their website at <https://www.rails.org.au/contact>

There are general legal factsheets regarding various situations on their website:

- <https://www.rails.org.au/education/legal-info>

Caxton Legal Centre

Caxton Legal Centre provides a fact sheet about issues relating to immigration in their law handbook which can be found at:

- <https://queenslandlawhandbook.org.au/the-queensland-law-handbook/your-rights-and-responsibilities/immigration/>

Immigration Advice and Application Assistance Scheme (IAAAS)

<https://www.ssi.org.au/services/newcomers-refugees-and-migrants/iaaas>

There are also several CLCs which also provide advice about general refugee and immigration law. Please search the area of law [here](#) using the “select a category field”.

Alternatively, you may also wish to seek legal advice from a private solicitor. You can use the Queensland Law Society’s tool ‘[Find a solicitor](#)’ to find a private practitioner who may be able to help.

Medical negligence

CLCs in Queensland do not provide advice on this area of law. If you are having an issue relating to medical negligence, please see the information and details below:

It should be noted that there are some difficulties in medical negligence cases, therefore can be very costly. Very few medical negligence cases are simple, it is important that you get advice from a lawyer.

Caxton Legal Centre produced a guide, including information about medical negligence that can be found [here](#).

You may be eligible for Legal Aid Queensland’s Civil Law Legal Aid Scheme, set up by the state government to assist financially disadvantaged people who have civil law claims or actions where LAQ does not provide aid. You can access their application form [here](#).

Alternatively, you may wish to obtain advice from a private lawyer. You can use the Queensland Law Society’s tool ‘[Find a solicitor](#)’ to find a private practitioner who may be able to help.

Mortgages

CLCs in Queensland do not provide advice on this area of law. If you are having an issue relating to mortgages, please see the information and details below:

If you are in the process of signing a mortgage, you need to obtain private legal advice. You can use the Queensland Law Society's tool '[Find a solicitor](#)' to find a private practitioner who may be able to help.

AFCA provide consumers and small businesses with fair, free and independent dispute resolution for financial complaints. You can find more information about them [here](#) or call 1800 931 678.

Mortgage relief loans

A Mortgage Relief Loan provides short-term help to people who are having difficulties with their home loan repayments due to unemployment, accident, illness, or some other unexpected or unforeseen crisis. The loan is interest free with no application fees or ongoing charges. See [here](#) for more information.

Moneysmart

You may also find useful free advice at Moneysmart. You can access their website [here](#).

Alternatively, you may wish to obtain advice from a private lawyer. You can use the Queensland Law Society's tool '[Find a solicitor](#)' to find a private practitioner who may be able to help.

Native Title

CLCs in Queensland do not provide advice on this area of law. If you are having an issue relating to a Native Title claim, please see the information and details below:

National Native Title Tribunal

The Australian Government's National Native Title Tribunal provides information and services about native title applications, future acts, and native title agreement-making. Please call 07 4046 9000 for more information or you can access their website [here](#).

Department of Resources

The Department of Resources has information about native title, Indigenous lands and mining and resources. You can access their website [here](#). You may also wish to view the Queensland Government's [business and industry portal](#) for more information.

Alternatively, you may wish to obtain advice from a private lawyer. You can use the Queensland Law Society's tool '[Find a solicitor](#)' to find a private practitioner who may be able to help.

Personal Injuries

CLCs in Queensland do not provide advice on this area of law. If you are having a personal injury dispute **NOT** relating an injury occurring at work, car accident nor medical procedure, please see the details below:

You may have a claim for damages if you have suffered a personal injury and can show your injury resulted from someone else's actions. There are laws which set strict time limits and requirements for making a personal injury claim.

Additionally, there are different laws covering:

- work injuries
- motor vehicle accidents
- injuries suffered by victims of crime
- general personal injuries

Suncoast Community Legal Service

Suncoast Community Legal Service has created an online toolkit that can be used to guide you through starting your own injury claim. The toolkit can be accessed [here](#).

Additionally, some information surrounding personal injuries can be found [here](#).

Legal Aid Queensland

You may be eligible for Legal Aid Queensland's Civil Law Legal Aid Scheme, set up by the state government to assist financially disadvantaged people who have civil law claims or actions where LAQ does not provide aid. You can access their application form [here](#).

Alternatively, you may wish to obtain advice from a private lawyer. You can use the Queensland Law Society's tool '[Find a solicitor](#)' to find a private practitioner who may be able to help.

Preparation of Wills and Estates

CLCs in Queensland do not provide advice on this area of law. If you are looking to prepare a will, please see the information and details below:

You can make a Will in Queensland several ways- you can make your Will with a Solicitor, prepare your own Will, or make your Will with the Public Trustee.

For a step-by-step guide please see [here](#).

Alternatively, **Caxton Legal Centre** provides information surrounding wills and important things to consider. This information can be found [here](#).

Additionally, when engaging a solicitor to draw up a will, a solicitor's responsibilities can be found [here](#).

For further information the Queensland Government website also has information about:

- [Wills and estate planning](#)
- [Death, wills and probate](#).
- [Consumer Law Reform Association](#) gives information on wills.
- [Queensland Courts](#) has information about [applying for probate](#).

Alternatively, you may wish to obtain advice from a private lawyer. You can use the Queensland Law Society's tool '[Find a solicitor](#)' to find a private practitioner who may be able to help.

Preparation of Powers of Attorney

Very few CLCs in Queensland provide advice on this area of law. If you are experiencing disadvantage and looking to appoint an enduring power of attorney, you may wish to contact ADA or QAI (they're details are included at the bottom of this email). For further information please see the details below:

A power of attorney allows you (the *principal*) to appoint someone you trust (i.e. an *attorney* or *attorneys*) to make decisions for you during your lifetime. These can include persona, health and financial matters.

The **Queensland Justice and Attorney-General**, provides forms and explanatory guides that are necessary for the appointment of an enduring power of attorney or general power of attorney can be found [here](#). And more information about the different kinds of powers can be found [here](#).

The **Public Trustee** has information about an enduring power of attorney [here](#).

ADA Australia has information and advocacy services for guardianship and administration matters. They can also help adults with legal capacity issues with Queensland Civil Administrative Tribunal (QCAT) processes. You can access their website [here](#) or call them on 1800 818 338.

Law Right has a self-representation service which gives legal advice and helps people at the QCAT for matters including powers of attorney. They can give advice about other options to resolve your dispute. This service may also help with drafting documents and correspondence relating to your legal matter with QCAT. You can access their website [here](#) or call them on 07 3846 6317.

QIA help advocate for Queenslanders with disability and may be able to provide legal and non-legal help regarding a power of attorney. You can visit their website [here](#) or call 1300 130 582.

The **Enduring power of attorney information line** is a free and confidential service provided by the Public Trustee. You can call them on 1300 360 044.

The **Consumer law reform association** gives general information on power of attorney. You can access their website [here](#) or phone them on 07 3899 1711.

The Office of the Public Guardian can investigate abuse of power of attorney where the donor is unable to do so because of impaired mental capacity. You can access their website [here](#) or call them on 1300 653 187.

Alternatively, you may wish to obtain advice from a private lawyer. You can use the Queensland Law Society's tool '[Find a solicitor](#)' to find a private practitioner who may be able to help.

Certificates of independent legal advice for family matters

CLCs in Queensland do not provide advice on this area of law. You may wish to obtain advice from a private lawyer. You can use the Queensland Law Society's tool '[Find a solicitor](#)' to find a private practitioner who may be able to help.

Certificate for guarantors for loans

CLCs in Queensland do not provide advice on this area of law.

Generally, a Solicitor's Certificate is required by lenders when a person has been asked to or has offered to guarantee a loan. The guarantor's own solicitor is asked to take on the responsibility of explaining and reviewing the guarantee/ loan documents before the guarantor signs them.

You will need to obtain advice from a private lawyer. You can use the Queensland Law Society's tool '[Find a solicitor](#)' to find a private practitioner who may be able to help.

Advanced Health Directives

Very few CLCs in Queensland provide advice on this area of law. If you are looking to give directions about your future health care, please see the details below:

Hub Community Legal may be able to provide advice if you are located in the south west Brisbane catchment. You can access their website [here](#) or call 07 3372 7677.

Queensland Justice and Attorney-General provides the necessary forms and explanatory guides that are necessary for giving directions about your health, they can be found [here](#).

More information about health directives and powers of attorney can be found [here](#).

You may also wish to discuss this topic with your GP.

Alternatively, you may wish to obtain advice from a private lawyer. You can use the Queensland Law Society's tool '[Find a solicitor](#)' to find a private practitioner who may be able to help.

Tenancy disputes (landlords)

CLCs in Queensland do not provide advice to landlords on this area of law. If you are looking to give resolve a tenancy dispute, as a landlord, please see the details below:

Residential Tenancies Authority

The Residential Tenancies Authority provides an online tenancy dispute resolution which can be accessed [here](#).

An application for a tenancy matter is possible through the Queensland Civil and Administrative Tribunal. Information about this process can be found [here](#).

A guide for landlords from the RTA can be found [here](#).

Alternatively, you may wish to contact your real estate agency or obtain advice from a private lawyer. You can use the Queensland Law Society's tool '[Find a solicitor](#)' to find a private practitioner who may be able to help.

Workers Compensation

CLCs in Queensland do not provide advice on this area of law. If you are having an issue relating to worker's compensation, please see the details below:

WorkSafe (Workcover)

Information in relation to workers' compensation, work-related injuries and insurance can be found at <https://www.worksafe.qld.gov.au/claims-and-insurance/compensation-claims/claim-process>.

You can contact the **Fair Work Ombudsman** for information on workers compensation. You can access their website [here](#) or phone 13 13 94.

Workers' compensation advisory service

The Workers Compensation Advisory Service, operated by the Queensland Council of Unions, provides information to Queensland workers about their rights and entitlements under the workers compensation scheme in Queensland.

Their website can be accessed [here](#) or you can phone 1800 102 166.

Queensland Council of Unions

If you are a member of a union, you may also be able to access help from a union representative. Queensland Council of Unions can provide you with the details you're your union if you do not have access to them <https://www.queenslandunions.org/>

More information regarding access and entitlements from the **Queensland Government** can be accessed [here](#).

Alternatively, you may wish to contact a private lawyer. You can use the Queensland Law Society's tool '[Find a solicitor](#)' to find a private practitioner who may be able to help.

Taxation law

CLCs in Queensland do not provide advice on this area of law. If you are looking for information surrounding taxation law, please see the details below:

Penalties for tax offences may be very serious and can include an order to pay a penalty to the government, a fine or possibly prison. If you're charged with a taxation offence, get legal advice. If you want to appeal a decision from the ATO you should get legal advice.

Australian Taxation Office can provide information about individual taxation liability, income tax, PAYG tax, goods and services and tax returns can be found [here](#). You can also call them on 13 28 65.

- More information surrounding specific issues with property and taxation can be found at the Queensland Law Handbook [here](#).

Alternatively, you may wish to contact a private lawyer. You can use the Queensland Law Society's tool '[Find a solicitor](#)' to find a private practitioner who may be able to help.

Employment advice for employers

CLCs in Queensland do not provide advice on this area of law. If you are an employer looking for employment law advice, please see the details below:

You may wish to see if your organisation has a membership with an advice body such as **Employsure**. These memberships provide 24/7 employment relations support. You can access their [website](#) here or call 1300 696 512.

Fair Work Commission provides fact sheets which can be found [here](#).

Additionally, more information can be found at:

- <https://queenslandlawhandbook.org.au/the-queensland-law-handbook/living-and-working-in-society/employment/>
- <https://www.qld.gov.au/jobs/employers>

Alternatively, you may wish to contact a private lawyer. You can use the Queensland Law Society's tool '[Find a solicitor](#)' to find a private practitioner who may be able to help.

Interstate or International Law

CLCs in Queensland do not provide advice on this area of law. You may wish to contact the law society in the state in which the legal matter is taking place.

Alternatively, the Attorney-General's Department Office of International Law (OIL) may be able to provide you with some direction. Their website can be accessed [here](#).

Finally, you may wish to contact a private lawyer. You can use the Queensland Law Society's tool '[Find a solicitor](#)' to find a private practitioner who may be able to help.

Explanation of solicitors' costs agreements

CLCs in Queensland do not provide advice on this area of law.

You can find information about costs agreements from the **Queensland Government** [here](#).

You can find information from the **Legal Services Commission** on their website [here](#).

If you would like to make a complaint you can access the Queensland Law Society website [here](#) or call 1300 367 757.

Alternatively, you may wish to contact an alternate private lawyer. You can use the Queensland Law Society's tool '[Find a solicitor](#)' to find a private practitioner who may be able to help.

We wish you all the best.

Kind regards,

The XXXX Community Legal Centre Team