

Email template – client requirements

Hello,

Thank you for contacting the **XXXX Community Legal Centre**.

We are pleased to confirm your appointment as follows:

DATE: Tuesday, 1 July 2020

TIME: 10:00am (appointment length eg 30 minute appointment or finish time)

VIA: Face to face / Telephone / Video Conference

WHAT TO BRING: **You are required to bring the following documents to your appointment. Without these your lawyer cannot provide you with any advice.**

If your appointment is by phone, please email these documents to XXX@XXX 24 hours BEFORE your appointment date with your name and appointment date in the subject. Alternatively, you can drop them off at the centre.

If your appointment is in person, please bring them with you.

INSERT INFORMATION BY LEGAL ISSUE (BELOW) HERE

HOW TO CONNECT: By phone:

If your appointment is by phone, you will be contacted from a private number. Please have your phone with you with your volume turn.

Video link:

If your appointment is by video, please connect to your conference with your solicitor at least **5 minutes prior to your appointment time**.

If you are more than 15 minutes late, our solicitor will be unable to provide adequate advice on your matter.

If you are running late, or having technical difficulties, please call our office on 07 XXX XXX to reschedule.

***Insert instructions from video link program here**

CANCELLATION:

If you need to cancel your appointment, please call our office on 07 XXX XXX at least 24 hours prior to your appointment time (or with as much notice as possible) so that we can help someone else in that timeslot. We are a community service and our appointments can book out a number of weeks in advance.

Please read our Privacy Policy & Disclaimer online at: **INSERT LINK TO YOUR PRIVACY STATEMENT**
Also see our information on Client Rights & Responsibilities: **INSERT LINK TO YOUR CLIENT RIGHTS AND RESPONSIBILITIES DOCUMENT**

WHAT TO BRING:

Example – please update with any additional documents your centre would like clients to provide

Contents

Email template – client requirements	1
Adult guardian.....	3
Anti-discrimination	3
Body Corporate (where client is not on BC)	3
Buying a Car	3
Centrelink disputes	3
Child Protection	3
Child Support	4
Consumer complaint.....	4
Court documents	4
Crime and criminal law	4
Defamation	4
Domestic and Family Violence	5
Elder abuse.....	5
Employment.....	5
Family.....	5
Human Rights.....	6
Mental Health	6
Money and debt.....	6
Neighbourhood dispute (eg dividing fence / overhanging trees).....	6
Peace and Good Behaviour Order	7
Property settlement.....	7
QCAT	7
Succession law – Wills and estates (contesting only)	7
Tenancy dispute	8
Traffic and loss of license	8
Vehicle accident	8

Adult guardian

1. Guardianship order (QCAT)
2. Interim order (QCAT)
3. Declaration of capacity
4. QCAT application against you
5. Any correspondence you have had in writing (letters or emails) with the Office of Public Guardian
6. Health professionals report - medical report or cognitive assessment about capacity
7. Enduring Power of Attorney and/or Advance Health Directive

Anti-discrimination

1. Evidence of discrimination (Letter/video/photo)
2. Queensland Human Rights Commission application
3. Australian Human Rights Commission application

Body Corporate (where client is not on BC)

1. Conciliation application
2. Adjunction application

Buying a Car

1. Receipt of sale
2. Email trail from dealer/seller
3. Paperwork from vehicle sale

Centrelink disputes

1. Debt notice
2. Centrelink decision letter
3. Any application for an authorised review (ARO review) – this needs to happen within 13 weeks from receiving the decision
4. Accounts payable notice from Centrelink
5. Review notice - Administrative Appeals Tribunal (AAT) - Social Security & Child Support Division (1st level). This needs to happen within 28 days of the ARO review decision.
6. Review notice - Administrative Appeals Tribunal (AAT) General Division (2nd level). Second review.

Child Protection

1. Care agreement
2. Application for a court assessment order
3. Application for a child protection order

4. Temporary assessment order
5. Court assessment order
6. Intervention with parental agreement (IPA) documentation
7. Child protection order
8. Revocation order
9. Revocation order application
10. Case plan

Child Support

1. Child support agreement
2. Proof of paternity (child's birth certificate)
3. Bank statements as evidence of payment / missed payment (?)

Consumer complaint

1. Proof of purchase / receipt
2. Complaint letter
3. QCAT / Magistrates Court application
4. Contract
5. Loan agreement
6. Complaint to industry body, Office of Fair Trading and Australian Competition and Consumer Commission (ACCC)
7. Credit report
 - You can access your free credit report once a year from any of the major credit reporting agencies. You can also get a free credit report if you've applied for credit and been refused in the past 3 months.
 - The three major credit report agencies are [Equifax](#), [Illion](#) and [Experian](#).

Court documents

1. Please bring any of the documents you need advice on with you.

Crime and criminal law

1. QP9 (statement of facts)
2. Criminal history
3. Notice of adjournment

Defamation

1. Concerns notice
2. Evidence of defamation
3. Offer to make amends
4. Notice to appear

Domestic and Family Violence

1. Police protection notice
2. Domestic and family violence application
3. Domestic and family violence temporary protection order
4. Domestic and family violence (final) order
5. Affidavit response
6. Affidavit (for application)
7. Notice to appear

Elder abuse

1. Domestic and family violence application
2. Evidence of elder abuse (photos, messages, letters, videos)
3. Enduring Power of Attorney
4. Will
5. Advance Health Directive

Employment

1. Copy of your employment contract / letter
2. Letter of dismissal
3. Fair Work Commission application
4. Fair Work Ombudsman application
5. Queensland Human Rights Commission application
6. Evidence of unpaid wages (eg bank statements, payslips)

Family

1. Divorce application
2. Divorce order
3. Application for consent orders
4. Consent orders
5. Mediation certificate (s60I)
6. Proof of paternity (child's birth certificate)
7. Domestic and family violence application
8. Domestic and family violence temporary protection order
9. Domestic and family violence (final) order
10. Notice to appear
11. Notice of adjournment
12. Affidavits
13. Application for review
14. Contravention application
15. Financial statement

16. Name change application

Human Rights

1. Australian Human Rights Complaint for/application
2. Queensland Human Rights Commission complaint form
3. Any evidence of a breach of human rights (photos/letters/videos)

Mental Health

1. Treatment authority
2. Enduring Power of Attorney
3. Guardianship order (QCAT)
4. Electroconvulsive therapy (ECT) application
5. Application of treatment criteria
6. Forensic order
7. Treatment application
8. Decisions from appeals

Money and debt

1. Fine
2. Contract (for consumer disputes or debt disagreement)
1. Court application
2. Default notice
3. Claim and/or Statement of Claim
4. Order and/or Judgement from Court
5. Letter of demand to you
6. Letter of demand from you to someone else
7. Written response to a letter of demand

Neighbourhood dispute (eg dividing fence / overhanging trees)

1. Letter you have provided to the neighbour
2. Letter received from your neighbour
3. Peace and good behaviour application
4. Peace and good behaviour order
5. The other party's details

How to find the details of another party if you don't have them

- Ask the person their full name (only if you feel it is safe to do so)
- You can make an informal application to your local council for the details of the owner of the neighbouring property. An informal application is usually free, although you may have to pay for photocopying costs.
- Do a Land Titles search by address here

<https://www.resources.qld.gov.au/qld/housing/property-search#page=search>

- Check any correspondence you may have received from them
- Run an internet and social media search
- Go to an Australian Electoral Commission office to view the electoral roll.

Peace and Good Behaviour Order

1. Peace and good behaviour application
2. Peace and good behaviour order
3. Complaint
4. Summons
5. Notice to appear
6. Evidence of threats to your wellbeing or quality of life (reason for order)

Property settlement

1. Divorce application
2. Divorce order
3. Binding financial agreement (we may not be able to give advice on this)
4. Pre-marriage agreement
5. Mortgage statement
6. Debt agreements
7. Statements from any other loans or assets
 - a. Car loan/agreement
 - b. Superannuation statements
 - c. Investments
 - d. Insurance policies
 - e. Shares
 - f. Bank statements

QCAT

1. Application for QCAT
2. Notice to appear
3. Response from other party for a QCAT matter
4. Enforcement order

Succession law – Wills and estates (contesting only)

1. The Will (if you have a copy)
2. Family provision claim
3. A grant of probate
4. Correspondence with the executor of the estate – notice of intention to commence proceedings
5. Affidavit
6. Directions hearing notice (court notice)

7. Mediation documents
8. Judgement from court

Tenancy dispute

1. Breach notice
2. Notice to remedy breach
3. Notice to leave
4. Evidence of landlord in breach
5. Dispute resolution application
6. Notice of intention to leave
7. Letter from agent / owner / RTA withholding bond
8. Notice of claim for refund of rental bond
9. Entry / exit condition report

Traffic and loss of license

1. The original fine/infringement notice
2. Traffic history
 - a. You can get this from Department of Transport by calling them
3. Criminal history
4. Work license application
5. Special hardship order
6. Notice to appear (in court)
7. Bail undertaking
8. Application for an Order directing the issue of a Restricted Licence (s87) form (your application form)
9. Affidavit from your employer

Vehicle accident

1. Insurance policy
2. Accident report
3. Quote for repairs
4. Any court documents
5. The other party's details
 - You will need to get the details of the other party before you can get advice.

You can request the other party's details by requesting a [Queensland Motor Vehicle Register](#) search. To make an application you can contact QMVR and supply 1 or more of the following:

 - *a police traffic accident report (only if the police investigated the accident)*
 - *a written permission from the registered operator*
 - *an official request on letterhead from your insurance company, solicitor or lawyer supporting the vehicle incident or accident report*

- *a statutory declaration describing the off-road incident and property damage, with a copy of any available witness statements*
- *a statutory declaration describing the incident, with a repair quote.*