



Coordinating community legal information and publications

A discussion paper for
Queensland legal assistance services

December 2015



Queensland Association of
Independent Legal Services Inc



Queensland Association of Independent Legal Services (**QAILS**) is the peak body for community legal centres in Queensland and its vision is for a fair and just Queensland.

To achieve this, QAILS supports and develops community legal centres to provide effective, high quality services to their communities, and leads to unite its members and be a leading voice for social justice.

We gratefully acknowledge
research assistance provided by
Julian Ladd and Rebecca Rutland



Thanks to the legal assistance services' staff who contributed their knowledge to this research project.

Authored by Cristy Dieckmann,
James Farrell and Peter Mott
for QAILS

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Executive summary

An important function of Queensland's legal assistance services is to provide information to the community about their rights and responsibilities. This 'community legal education' can be undertaken face-to-face (one-on-one or to groups), or through the provision of information and publications. Long established as an integral part of legal assistance services, the aim of community legal education is to enhance the legal capability of the public by being responsive to the diversity of legal need across the community.¹ Accordingly community legal education is one element within a broader interdependent continuum of legal assistance service responses.

This discussion paper addresses funders' concerns that there is unnecessary duplication of information and publications by legal assistance services (Legal Aid, community legal centres, Aboriginal and Torres Strait Islander Legal Services, and Aboriginal Family Violence Prevention Legal Services).

Section 1 of this discussion paper examines processes in other jurisdictions to coordinate the development of legal information and publications.

Section 2 of this discussion paper examines the mechanisms in Queensland to coordinate these materials, including the Queensland Legal Assistance Forum (**QLAF**), the Community Legal Education Legal Assistance Forum (**CLELAF**), conditions of community legal centres' funding and reporting requirements, and a collaborative approach to community legal education, demonstrated through qualitative feedback from staff across legal assistance agencies. We find that Queensland's legal assistance services' collaborative and coordinated approach functions to avoid duplication of resources..

In testing the findings in Section 2, our research shows that legal assistance services have produced over 450 separate publications in recent years (listed at **Appendix 1** and **Appendix 2**), without any duplication in terms of content, form and audience. . In the instances where resources cover the same content area, the resource materials are distinguishable in terms of meeting the needs of specific target audiences or similar contextual matter as discussed in **Section 3**.

Section 4 concludes that, while generally structured to avoid duplication and maximise effectiveness (including cost-effectiveness), there are some further structural reforms that could result in better coordination of publications and information, including:

1. With funding from Legal Aid Queensland's collaborative CLE fund (if required), the CLE LAF should develop and share a best practice guide for the development and maintenance of community legal information.
2. The CLE LAF is a vital platform to share information, and should be supported.
3. Relationships and *ad hoc* conversations between legal assistance services are vital; funding should be provided for an annual legal assistance services conference to support these relationships.

¹ Suzie Forell and Hugh McDonald, *Justice Issues – Paper 21* (Law and Justice Foundation, December 2015), 1.

4. Community legal centres should continue to report on their CLE activities as part of their funding agreements, and this reporting should confirm that the State Program Manager has been notified and that materials do not duplicate existing materials.
5. The State Program Manager, with support from the Department of Justice and Attorney-General and Queensland Legal Assistance Forum members, should ensure that publications are posted on the QLAF website.
6. DJAG should provide funding to support the CLEAR database, including having a Queensland project officer one day per week to support centres to use this resource and enhance its user-friendliness.
7. Legal assistance services should record all of their publications on the CLEAR database.
8. When hardcopy CLE materials are ordered (especially in bulk), producers should ask 'How will these materials be used?' so they can better understand where materials might be having an effect, or to learn about innovative uses of their materials.
9. The author's intellectual property in CLE materials that have been shared should be protected – pro bono legal advice has been sought to establish the best means of ensuring this protection.

A consultation draft of this paper was circulated to legal assistance services in Queensland and other jurisdictions in July 2015, and suggestions from representative bodies of Community Legal Centres and Legal Aid Commissions from across Australia were incorporated into this final report.

Scope of the project

The paper sought to analyse the extent to which publications and resources produced by community legal centres and other legal service providers for the purposes of community legal education overlapped in content. Resources falling within the scope of this research included written publications such as factsheets, checklists, kits and legal information guides, and resources produced via other media such as videos. Presentation aides such as PowerPoint presentations were excluded from the scope of the project, as were standalone website and apps (which could be considered in future research, on the types and effectiveness of online, web-based and app CLE).

In this context **duplication** of community legal education resources is defined as occurring when two different legal assistance services have produced resources targeting the same audience with substantially similar content using an identical format. While this report has a focus on identifying and analysing the extent to which Queensland community legal information resources have been duplicated, it also investigates the extent to which existing processes provide opportunities for sharing of information around the scoping of future community education initiatives to avoid unnecessary duplication of resources

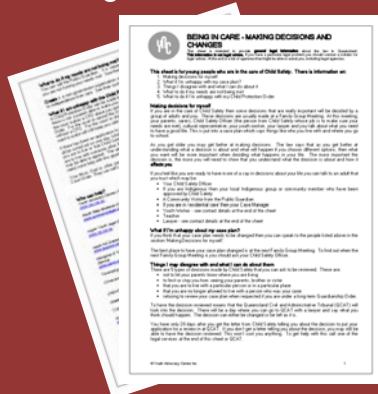
Being responsive to their communities, community legal centres draw upon years of experience and extensive literature that supports developing tailored resources that address specific issues faced by particular groups of people at particular times.²

As can be seen in the research findings, what amounts to duplication of content is not straightforward. It is recognised that there will often be numerous publications on the same topic of law, but it is important to recognise that a resource produced by a community legal centre in one region of Queensland may be very different to that produced by another servicing a different region, often as a result of cultural distinctions or the need to tailor information for a specific audience. Being responsive to local community legal need entails being both timely and appropriate in order to minimise the impact of the legal issue and to enhance the legal capability of the community. These goals are more likely to be achieved if the community itself engages with the production of the document, It is suggested that duplication should only be a concern in the instance where two or more resources have been produced that include identical content, using a similar format targeted to the same audience. This reports identifies the extent to which this type of duplication is occurring in Queensland.

² Ibid, 4.

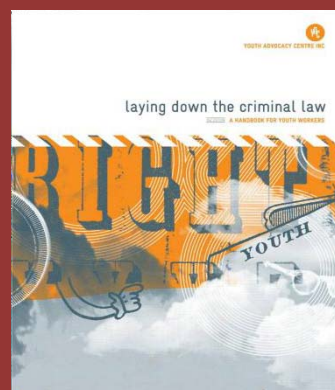
Case study: Youth Advocacy Centre

The Youth Advocacy Centre (YAC) developed its CLE program in the early 1990s when its first dedicated CLE worker was appointed. The first job was to develop resources needed for young people, because they didn't exist. YAC undertook a survey of young people and youth workers and asked what legal information young people wanted and how they wanted it presented. Interestingly they said that they wanted it in a serious form because they are serious issues for them and didn't want them treated in a "jokey" or "light" fashion.



The fact sheets cover a range of topics, not just courts and police. The original 12 factsheets were designed for hard copy and were in a folder which was provided to schools and youth agencies so that they could copy whatever sheet the young person wanted. They were intended to be no more than 2 pages of A4 so there would be one page double sided only. That has since proved difficult with the police related information!

The information was developed by a lawyer and youth worker so it is technically correct, and the "legalese" has been taken out, and the language chosen helps explain the issues and terms for a young person. YAC has continued to develop and update the fact sheets over the last twenty years, always with legal and "non-legal" input. Often, these are based on common questions YAC is asked by young people. YAC has not prepared many child protection resources, as they use materials developed by Legal Aid and the South West Brisbane CLC.



The fact sheets are used by YAC lawyers, who give them to young people to take away after the lawyer has spoken to them, and provided them with information and advice, as needed.

The sheets are also used as part of YAC's youth worker training package. Some sheets may be too much for some young people but if workers understand the law, systems and processes, they will understand the importance of the issues to young people's lives and be able to give them information and help them access legal advice.

1 What's happening elsewhere?

Around Australia

As the peak body of CLCs in Australia, the National Association of Community Legal Centres (**NACLC**) is an important voice in the discussion about CLCs and the duplication of services and publications. NACLC suggests that the allegation of duplication of services reflects more of a perception than a reality, the perception arising because of the specific purposes and groups various publications are aimed at, and the differences in law across the jurisdictions. However, it has also been acknowledged that there is potentially not enough review to ensure there is as little duplication as possible. Promotion of resources, involving circulation and distribution of information within the sector, is an important part of this review process. The Community Legal Education and Reform (**CLEAR**)³ database is an important part of this promotion of legal resources. Also important are promotion through social media, and the internet more broadly.

There is more of a perception of duplication than any true reality, due to the fact that resources target specific groups of people and contain localised information. This is important considering the differing laws and circumstances across the jurisdictions.

Visakesa Chandrasekaram
NACLC

Common methods of clients utilising legal resources are the websites and apps of a particular CLC. The level of sophistication can differ depending on the resources and expertise of the CLC involved. The form that the webpage or app takes may also differ when there is an indigenous or multicultural audience, who may respond better to different methods, such as story-telling or performance art.

At a national level, the NACLC Community Legal Education and Community Development (**CLECD**) network, which has representation from almost all Australian states and territories, meets bi-monthly. The network business focusses on social education itself, but is also an avenue available for discussion of legal resources. National Legal Aid also has a CLE Working Group, and representatives from each of these national bodies sit on the other, in an attempt to ensure each knows what the other is doing. This is reflective of a long history of the NACLC and NLA Working Groups working together.

In addition, there are the various state level conferences and meetings which also allow for the discussion of the coordination of legal resources. While the CLEAR database has been

³ The Community Legal Education and Reform Database showcases community legal education and law reform projects undertaken by Australian Community Legal Centres and other nonprofit legal services.

recognised as the best option for reducing duplication at a national level, having a better record of current and upcoming projects and greater state-level coordination through more meetings to ensure CLCs know each other's work is also critical. Collaboration and communication between CLCs, Legal Aid Commissions and other legal service providers both at a state and federal level should be recognised as the most powerful method of maximising time and resources in the creation of publications for the purposes of community legal education. The importance of this collaboration has been noted in the new National Partnership Agreement on Legal Assistance Services, and the draft National Strategic Framework on Legal Assistance Services.

Feedback provided to QAILS at the 2015 NACLC Conference in Melbourne on 25 August 2015 that representatives of CLCs nationwide found CLEAR to be a useful database but would appreciate a more user-friendly design and greater support in uploading materials.

Victoria

In Victoria, the coordination and development of legal information and publications involves the utilisation of the CLEAR database to initially identify if services are being duplicated and then uploading completed documents and related information to it. A strategic, collaborative approach by CLCs and Victoria Legal Aid (VLA) is taken in order to ensure a clear dialogue between all service providers, and a number of joint projects exist, such Community development and community legal education working group (**CDCLEWG**) meetings every two months also provide an avenue for information sharing among Victorian community legal centres in relation to community legal education projects and publications. In addition, the bi-annual networking forum for VLA and CLCs, as well as other legal information providers, including the Victoria Law Foundation and Office of the Public Advocate, is another avenue to share information on, but not limited to, community legal education publications. Once per year, VLA and the CDCLEWG run a joint day of professional development for workers in the area. These events occur in addition to the regular meetings between the convenor of the working group and the Manager of Community Legal Education at VLA, which also allow the sharing of information. VLA has also made its LawGuru intranet site available to Victorian CLC workers – this site has links to materials used by Legal Aid staff and is another way CLCs can ensure that their publications are accessible and widely distributed to workers, thereby avoiding unnecessary duplication.

[C]ommunity legal information plays an important part in assisting members of the public in avoiding legal issues, addressing them when they occur and increasing legal literacy.

Joh Kirby
Victoria Law Foundation

The Victorian Legal Assistance Forum has developed *Best practice guidelines for the development and maintenance of online community legal information in Victoria* (available at <http://www.victorialawfoundation.org.au/vlaf-online-legal-information-guidelines>). The purpose of the guidelines is

to assist people who produce or maintain online community legal information. The guidelines aim to raise the standard of online community legal information by providing guidance on how to produce and maintain high-quality community legal information that makes the best use of resources.

The guidelines may also be used in the production of hardcopy material or other formats such as apps for use on smart phones. There are 12 guidelines, which include:

1. Conduct research before undertaking a new project
2. Online legal information should be audience-focused
3. Websites and other digital formats must meet appropriate usability and accessibility guidelines
4. Ensure that information is accurate
5. The currency of the information should be clearly noted
6. Maintain your material
7. The jurisdiction of the legal information should be clear
8. Link to other relevant resources
9. Provide access to a legal glossary
10. Use standard terms where possible
11. Websites that contain community legal information should include information on how to obtain further advice and support
12. Raise awareness of new online legal information resources

Aside from uploading documents for viewing on the CLEAR database, the Federation of Community Legal Centres also identify new publications and resources in their weekly newsletter, which is sent out to all the CLCs in Victoria. When developing these new resources,

The members of the CLE/CD network are well networked with each other and informal sharing and collaboration happens between meetings.

Liana Buchanan
Federation of Community Legal Centres (Vic)

CLCs in Victoria develop them “in response to a need identified in casework or by community agencies” and consult with the community and develop them with the needs and abilities of their clients in mind. In addition to the working group meetings, networking event and professional development day, Victorian CLCs participate in the national Community Legal Education and Community Development (CLECD) Network, where states participate

and share information about community legal education.

It is the Victorian view that funding to increase staffing of and training in relation to the CLEAR database could potentially reduce any remaining duplication of services and resources.

Furthermore, applications to the Victoria Law Foundation (a major funder of community legal education resources) for funding in relation to publications require checking for duplication.

Western Australia

In Western Australia, there is no formal process of identifying duplication of services and publications. However, meetings between CLCs and the Community Legal Education Network, facilitated by their peak representative body, the Community Legal Centres Association (CLCA) of Western Australia, often identify areas of potential duplication. New legal resources are identified and promoted through the central mailing list of CLCA, and informal avenues such as emails and resource launches also provide an opportunity for the promotion of new legal resources. Similarly to Victoria, the CLEAR database is also an important resource in the promotion of new legal resources, particularly through its state-based search function.

In addition, the CLE Network provides the basis of reinvigorating a strategic relationship between the CLCA and Legal Aid Western Australia (LAWA). Community legal centres and Legal Aid WA have a history of collaborative community legal education projects, including recent projects creating educational films and interactive online resources. The type and content of each resource is carefully researched to ensure that it best meets identified community needs, does not duplicate other current resources and links to appropriate resources.

CLCs also have access to a range of legal education publications created by Legal Aid WA, such as kits, manuals and Information Sheets, through a designated portal on Legal Aid's website. In creating and updating these publications, Legal Aid reports that it has regard to other available resources, including those created by other legal assistance providers, in an effort to minimise duplication. Legal Aid also sends out emails to those who can access the portal, informing the email group of updates to current and additional publications available.

When ensuring clients can utilise publications, Western Australian CLCs upload them to their websites, as well as the CLEAR database. They also promote them generally through the use of pamphlets distributed to organisations who can then further distribute relevant pamphlets based on geography and legal subject matter. The quarterly meetings of all state association members, the National Association of Community Legal Centres conference and the national CLECD network are other methods which assist in the coordinating community legal education in WA. To reduce duplication of services and publications, it has been suggested a state-based equivalent to the CLEAR database should be developed, in addition to or alternatively to an online index of resources arranged by subject matter and potentially a more formal process of preventing the duplication of services and publications as an arrangement with Legal Aid.

South Australia

South Australian legal assistance services have no formal process of identifying duplication of services and publications. New legal resources are created where there is a change in legislation, a new service offered or new funding for a different service. CLCs tend to keep the same service brochure, unless they increase their service scope such that new information is required. To manage duplication of existing legal resources, CLCs conduct meetings, networks and forums to determine whether alternative information documents already exist. When a new

legal resource is developed, it is promoted through communication between CLCs of South Australia, through mail outs, flyers and emails. Other avenues of promotion include events, forums and links to information on other service websites.

As there are only a small number of CLCs in South Australia, the chances of duplication are minimal. However, existing CLCs ensure that other services and clients can access their legal resources by providing links on service websites, distribution of resources to councils, libraries, surgeries and other public service offices, advertisements in local papers and through solicitor referrals. It has been suggested that a central database or website with access to existing legal resource documents, such as legal options, ideas and solutions, and legal questionnaires would reduce duplication of resources. Further, email notification to CLCs of a document's existence would encourage collaboration between legal assistance services on legal education.

New South Wales

In New South Wales, the CLEAR database and the sharing of information between CLCs are two significant ways of ensuring services and publications are not being duplicated. In addition to this, the Quarterlies, which are meetings which take place every quarter between all the CLCs of New South Wales, also provide an avenue for discussing community legal education and ensuring publications and services and publications are not being duplicated. The promotion of new legal resources can depend on the community legal centre and a number of different methods of promotion have been utilised, including promotion at the Quarterlies, sharing on the website, tweeting, posting on Facebook and emailing other CLCs in New South Wales.

There are forums and processes to foreshadow publications and education projects, identify existing resources/projects and share information between both CLCs and the legal assistance sector. Best practice guidance is available to workers in the sector on publishing including information about scoping projects to avoid duplication and grants processes in the sector have processes to screen for duplication.

A standing working group at CLCs NSW Quarterlies meetings is the Community Legal Education Working Group (**CLEWG**). This working group has broad representation from CLCs as well as attendees from the Aboriginal Legal Service (ALS), Legal Aid NSW and other organisations and agencies.

The co-convenors of the CLEWG represent CLCs NSW on a number of other information sharing and collaboration forums such as the Legal Information and Referral Forum (LIRF). This forum is a standing committee of the NSW Legal Assistance Forum (NLAFF) and meets four times a year. Membership of this forum includes justice agencies, courts, the legal assistance sector, public libraries and other organisations and government agencies. The CLEWG co-convenors represent CLCs on a number of NLAFF working groups and sub committees with an education and information focus.

A number of newsletters in NSW share information about publication and projects. The Law and Justice Foundation of NSW produces a bi-monthly newsletter called Plain Language Law (PLL). This newsletter foreshadows proposed new publications and projects and catalogues resources

produced about the law in NSW. There is a searchable PLL database that is publically accessible. In addition to this database CLCs in also contribute to the CLEAR Database. CLCs NSW produce timely news bulletins that share information about publications and projects and Legal Aid NSW produces Legal Aid News each month which has a section with news about community legal education and information.

There are a number of public databases in NSW that provide ready access to the range of information and education available. In addition to the PLL database the Legal Information Access Centre (LIAC) which is part of the State Library of NSW has a searchable website the catalogues information about the law in NSW. To reduce duplication of publications and services, increasing the funding to the State library to continue their work with coordination of legal fact sheets, as well as utilising Legal Aid as a database for the promotion of legal factsheets, given the number of publications they produce, could be beneficial.

Tasmania

In Tasmania, as there are only a very small number of CLCs, the chances for duplication of publications and services are minimal. However, the centres also communicate with each other and the risk for duplication is further reduced. When a new legal resource is developed, it is promoted by being put on the National Notice Board and also through communication between the CLCs of Tasmania. Clients can access publications on the Launceston Community Legal Centre website. However, not only are there limits to accessing the internet by some individual members in Tasmania, literacy rates among clients are generally low and therefore understanding the information uploaded to the website can be limited. Community Legal Centres in Tasmania meet 3 to 4 times during the year, which allows for the coordination of the centres and the publications and services. It has been suggested that to reduce levels of duplication among the publication of legal resources communication among CLCs needs to be continued. However, contrary to the views of other individuals and different states, it has been suggested the databases are not necessarily the solution to coordination of legal education.

Northern Territory

CLCs do not have the time or resources to waste on making up their own factsheets etc where one on a particular topic already exists.

Nicki Petrou
Top End Women's Legal Service

The Northern Territory Community Legal Education Network (**CLEN**) conducts meetings territory-wide every two months via phone, web or videoconference to ensure that its members remain up to date with each other's CLE updates and plans and to showcase new initiatives. On the alternate months local networks are convened in Darwin and Alice Springs. The Network's membership includes CLCs, ATSILS, Legal Aid Commissions, and federal and state government bodies

as well as a range of other legal and non-legal service providers. These forums allow extensive opportunity to discuss legal publications and reduce the chances of duplication through

identifying existing resources, gaps, proposed activities and developing opportunities for collaboration.

The vast geographical areas and demography of clients for each CLC and service provider in the Northern Territory means that there is limited scope and capacity for the duplication of publications. Similarly, CLCs in these regions do not have the time or resources to create publications that are not strictly necessary. As a result, a publication will not be created without first investigating whether or not another is already in existence. When new legal resources are produced they are promoted widely through email lists, networks, launches and word of mouth.

Limited English language literacy rates among a significant portion of the NT population means that standard one-size-fits-all publications are not necessarily effective. Although prima facie similar in terms of topic, many resources need to be simplified, adapted and customised for different audiences to cater to diverse languages, cultural values, regional issues and availability of support services. In developing specific and localised resources, organisations in the NT can benefit from somewhat of a head start by reviewing analogous resources and liaising with the agency that developed them for insight and advice as to how the project can be progressed as efficiently and effectively as possible. The CLEN is currently attempting to promote use of the CLEAR database and social media amongst its members to facilitate this process.

Australian Capital Territory

In the Australian Capital Territory, there are only 5 CLCs which work in different areas of law, the risk of duplication is small, which is similar to Tasmania. However, the CLCs communicate through meetings every two months and at working groups during the Legal Assistance Forum to reduce the chances of duplication even further. There is no formal approach taken to promoting new resources and the process is ad hoc and specific to the particular new legal resource. As well as the Legal Aid ACT website which is well used by clients, social media is another method used to effectively reach clients and determine the effectiveness of publications. The Legal Assistance Forum is one avenue which is utilised in the ACT to facilitate discussion of community legal education and its coordination among CLCs and other groups such as Legal Aid. In addition, there are working groups, which were developed specifically for the purpose of facilitating discussion to reduce the duplication of publications and services, and where information and feedback can be shared in relation to legal resources. To reduce the duplication of publications and resources, it has been suggested that a list should be readily available for individuals to see in one area online, which is similar to a number of the suggestions by other jurisdictions.

International Jurisdictions

United Kingdom

Historically, law centres in the UK have not been funded to provide public legal education (PLE) under the legal aid scheme that existed, so any of these activities required alternative funding, generally from trusts and foundations.

A Public Legal Education and Support Task Force was set up in January 2006 to develop proposals for how to promote and improve public legal education. The Task Force analysed PLE provision, identifying its strengths and the main obstacles to the successful growth of PLE. The Task Force completed its work in July 2007 with the publication of a report '[Developing capable citizens: the role of public legal education](#)'. It found that the key barriers to effective PLE in the UK included:

- lack of a coherent identity;
- isolated initiatives;
- short-term funding;
- PLE provision is patchy and uneven; and
- good practice has been unable to develop.

Included in this analysis, the Taskforce noted (at p 20) that:

Because PLE initiatives tend to take place in isolation, there is rarely any consistency in decisions to develop projects, and no shared sense of how these may fit with, or complement, one another. As a result there is no way for current and potential PLE providers to link their efforts, examine their rationales, or ensure that they are targeting their projects effectively.

A key recommendation was for a PLE development strategy to be led by a new PLE organisation, and Law for Life was established in 2011 to 'increase access to justice by providing everyone with an awareness of their legal rights together with the confidence and skills to assert them.'

However, despite the excellent work of Law for Life as a standalone national charity, there remains a lack of formal coordination and collaboration in PLE activities in advice services and law centres, resulting in some duplication of materials and projects.

Canada

All 77 community legal clinics in Ontario, Canada, are required to provide public legal education (PLE) to their client communities under their funding arrangements with Legal Aid Ontario. One centre has a particular mandate to focus on this area: [Community Legal Education Ontario \(CLEO\)](#). According to CLEO's website:

Since 1974, CLEO (Community Legal Education Ontario / Éducation juridique communautaire Ontario) has developed clear, accurate, and practical legal rights education and information to help people understand and exercise their legal rights. Our work focuses on providing information to people who face barriers to accessing the justice system, including income, disability, literacy, and language. As a community legal clinic and part of Ontario's legal aid system, we work in partnership with other legal clinics and community organizations across the province.

Our work includes:

- an extensive collection of legal information [resources and publications](#) available in a variety of languages and formats
- research into effective ways of developing and delivering legal rights information through the [CLEO Centre for Research & Innovation](#)
- Your Legal Rights [website](#), which has legal information on a wide range of topics, in a variety of languages, produced by hundreds of organizations from across Ontario
- Connecting Communities [project](#), which is facilitating legal information training partnerships between legal and non-legal organizations to improve legal information and services for those who don't speak English or French or who live in rural and remote communities
- Online resources including [Refugee Rights in Ontario](#), [Youth Criminal Law](#), [PLE Learning Exchange](#) and [Get Ready for the ONCA](#)

Other community legal clinics (both 'specialty' and 'geographic') work with CLEO to develop PLE resources, including by suggesting topics and reviewing materials. Research and drafting is generally undertaken by CLEO's staff, which includes three lawyers and three plain English editors. These materials are then used by CLCs to provide to individual clients and to support education activities. The CLEO order forms ask 'How will these materials be used?', which is a useful way to understand the impact their materials might have, and innovative ways that they could be used.

CLEO also has an important capacity-building function for other organisations, and convenes the PLE Learning Exchange, a network of community-based organisations in Ontario that produce or deliver public legal education and are interested in sharing their experience and expertise, as well as learning from others. An [interactive website](#) for the network showcases research and resources relating to effective public legal education, and provides an online space for organisations involved in PLE to share their insights and learnings and to build partnerships. The PLE Learning Exchange also convenes occasional forums or symposiums for members to meet to discuss their work and learn from the experience of others. This network is similar to Queensland's CLE Legal Assistance Forum.

As CLCs can, and do, prepare their own CLE materials, having a standalone specialist service focusing on PLE cannot ensure resources aren't duplicated. Commonly, funders (including the [Law Foundation of Ontario](#)) will direct potential applicants to CLEO to reduce duplication, and CLEO's [Your Legal Rights website](#) (similar to the NACLC CLEAR database) is a useful resource for CLCs to check before commencing a new project.

2 What's happening in Queensland?

CLELAF is good as an information sharing forum – presentations by other CLCs about their work can be inspiring. It also enables centres to know what else is going on so duplication can be avoided.

Camielle Donaghey
Caxton Legal Centre

In Queensland, there are a number of CLCs who provide assistance, services and publications to members of the public. Due to this number of CLCs and the number of publications developed by those CLCs, there is a need to coordinate these materials so as to avoid producing a new resource where one already exists that meet the needs of the target audience. . In addition to a staff view that there is a need for a specific resource because of a lack of information on that topic, there is often corroborative feedback from the community, members of the public and clients (e.g. Tree Disputes publication from Caxton Legal Centre).

In terms of promotion of these materials, the

specific CLC website is a common response. In addition to this, there is also emailing stakeholders, social media, newsletter, advertising, the CLEAR database and the Community Legal Education Legal Assistance Forum (**CLELAF**) as well as the more general Queensland Legal Assistance Forum (**QLAF**). The CLEAR database and the CLELAF have the additional function of reducing duplication. The advantages of the two forums in terms of coordination are obvious in terms of resources and time, as work can be split between relevant CLCs rather than focused on one CLC. However, the benefits can also extend to information sharing, 'inspiring' other CLCs and discussion of publications, which can reduce duplication of services and publications. While the CLELAF does not necessarily ensure the collaboration of CLCs, it does provide an avenue for this collaboration to begin and potentially continue outside of the forum atmosphere.

CLE materials can be uploaded to the QLAF website (available at <http://qlaf.org.au/legal-information.php>), but only 45% (194) of the publications reviewed for this project are on the QLAF website. Approximately 41% (172) of the publications included in this report are on NACLC's CLEAR database; during the course of this project, QAILS advised non-CLC legal assistance services that their publications could be listed, which will dramatically increase the proportion of materials listed. However, Queensland services could still increase their use of this database as a central repository. Having one central repository for CLE materials to reduce duplication and increase coordination and collaboration would be preferable.

A further advantage of a central depository for community legal education resources involves embedding evaluation into best practice. Drawing on evaluation research being undertaken by the Law and Justice Foundation NSW, a central repository is also a mechanism for supporting

decision-making about identifying the appropriate community legal education strategies to fit the intended outcomes for the target audience.⁴

From 2012-2015, Legal Aid Queensland directed some resources to a Community Legal Education Collaboration Fund, for community legal centres, Regional Legal Assistance Forums (RLAFs) and ATSILS. Project proposals were required to address the following criteria:

- involve collaborative partners or be a RLAF initiative
- focus on Commonwealth and state legal assistance priorities
- be client focused, accessible to specific audiences
- respond to community legal needs
- avoid duplication of existing CLE resources and services
- have clearly defined goals and outcomes
- use resources wisely and be sustainable
- include a process for collecting data that informs evaluation
- be based on adult learning principles
- be innovative and creative.

The resources and programs provided with this source of funding were high quality and effective, although the program will not be funded from July 2015 due to Commonwealth government funding cuts to Legal Aid Queensland. If a similar funding scheme was to be launched in the future, it should include (as this program did) a requirement that any project proposal '*avoid duplication of existing CLE resources and services*'.

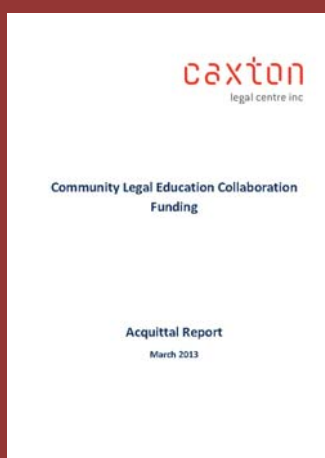
To reduce the duplication of services, it has been suggested that proposals for community education initiatives be audited against existing resources... Utilising existing mechanisms, such as the CLEAR Database and the QLAF and CLELAF, facilitates the coordination of legal resources minimising the likelihood that community education resources will be duplicated.

⁴ Forell & MacDonald, above n 1, 2

Case study: Caxton's self-help kits

In May 2012 Caxton Legal Centre received funding from Legal Aid Queensland's Community Legal Education Collaboration Fund to evaluate its self help kits.

The evaluation found a high rate of usage of the kits, *particularly Police Powers: Your Rights, Peace and Good Behaviour Orders, Dividing Fences, Tree Disputes and Have you lost your job?*, each of which was downloaded over 100 times per month. Only 14% and 20% of survey respondents' knew about Caxton's *Queensland Law Handbook* and self-help kits respectively. Caxton concluded that better communication about its self-help material would better help clients to answer their legal questions.



20% of client respondents said that the Caxton kit helped them work out what to do next, while 10% said that they did not.

Respondents to a phone-based questionnaire were asked if the kit helped them with their legal question and all of the respondents responded positively except one (for whom the kit was not relevant). The main value seems to lay in consolidating users' knowledge to confirm that their problem does fit within the legislation as described in the kit.

Twenty-five per cent of respondents to an online survey said they needed more help to resolve their legal question after having read the kit, while 14% said they did not. About a quarter

of respondents said they need no further help after reading the kit. Caxton concluded that legal information can enhance public knowledge about a range of legal matters, although the extent to which it mitigates the pressure on legal advice services is hard to say.

Staff and volunteers were willing to use legal information – all but one of those interviewed said they had provided legal information to a client in the past, although legal information was only provided 44 of a total of 107 times it was relevant at evening advice sessions. Some volunteers also expressed a lack of current knowledge around the types of legal information available which is reflective of the difficulty in keeping volunteers up-to-date.

The evaluation identified a number of improvements that could be made, including:

- developing a distribution plan as part of the planning of any community legal information project;
- prioritising development of self-help resources, focussing on legal processes that lend themselves to linear resolutions;
- identifying steps for users to take in the resolution of their legal questions;
- using more case studies, flow charts and diagrams to improve accessibility for varied learning styles; and
- strengthening Caxton's CLE policy for developing, reviewing and updating self-help kits

3 Current Queensland publications

During the course of this project, over 450 publications were examined. These are listed in **Appendix 1** (by title) and **Appendix 2** (by organisation). These were produced by Queensland legal assistance services and available on the internet; resources produced by national or interstate services, and other agencies, were outside the scope of this project.

The initial investigation, identified community education resources were prominent in several areas of law, including:

- Appeals
- Bail
- Children's Court
- Cyber Bullying
- Debt
- Divorce/Separation
- Domestic Violence
- Drinking & Driving
- Parole
- Parties
- Personal Injury
- Police Powers
- Property Settlement
- Tenancy
- Treatment Orders
- Victims of Crime

Within these broad categories of law, the community education resources produced vary in terms of the content, style, scope and target audience. The following summary identifies that in the Queensland legal assistance sector, duplication of resources is not an issue..

Appeals

QPILCH has produced publications dealing with various types of self-represented civil appeals while Legal Aid has produced a kit about self-represented criminal appeals. These are all distinct areas of law, with different appeal processes.

Resources often need to be simplified in some situations as there are often issues resulting from literacy and language difficulties

Nicki Petrou
Top End Women's Legal Service

Bail

Legal Aid's 'Bail by Mail' is a guide to applying for bail or varying bail for people charged with a crime.

Youth Advocacy Centre's *Bail* factsheet is for people charged with crimes facing the Children's Court.

ATSILS has developed a factsheet specifically for Aboriginal and Torres Strait Islanders, called 'Arrest and Bail'.

Childrens Court

The Youth Advocacy Centre and Legal Aid Queensland have developed factsheets for young people appearing before Queensland courts in relation to youth justice and child protection matters respectively. YAC's factsheets cover the jurisdiction of the Childrens Court (Magistrates court level) and Childrens Court of Queensland (District Court equivalent) in dealing with young people under 17 charged with criminal offences. Whilst Legal Aid's Fact Sheets also concern the operation of the Childrens Court (but not the CCQ) the fact sheets differ from YAC's in that they focus on the jurisdiction of that court dealing with child protection matters only and do not include any information in relation to the youth justice system.

Child protection

There are a number of factsheets and kits produced by Legal Aid Queensland, ATSILS, the Youth Advocacy Centre and South West Brisbane Community Legal Centre. These documents vary significantly in the amount of detail they contain, ranging from very basic to very detailed, and differ in the audiences at whom they are directed (for example, youth and Aboriginal and Torres Strait Islander people).

Cyber bullying and sexting

The following resources have been prepared on cyber bullying to meet the needs of very different audiences:

- *Cyber bullying* (North Queensland Women's Legal Service) – a factsheet for women;
- *Cyber bullying, sexting and Facebook* (The Advocacy and Support Centre) – a powerpoint presentation used to support face-to-face community education sessions with young people in south-west Queensland; and
- *Sexting and the law* (Youth Advocacy Centre) – a factsheet for young people.

LGBTI specific material provides targeted information on topics which have a greater relevance to those individuals and are often highly sensitive. With no government funding, our volunteers identify and address clients' questions in an easily accessible format.

Emile McPhee
LGBTI Legal Service

Debt

There are a number of factsheets in this broad area and each deals with a distinct legal problem. The Welfare Rights Network produced a factsheet on Centrelink debts and NACLC has a factsheet on debts in the context of domestic violence. Legal Aid has produced two very detailed self-help kits for people who either owe or are owed a debt, both of which are designed to assist in self-representation.

Divorce and separation

Women's Legal Service, North Queensland Women's Legal Service and Legal Aid have produced publications on separation and related issues and in addition, Legal Aid has produced some videos, which of course are useful for those with literacy problems. Women's Legal Service developed a short factsheet to support a specific rural training program that it delivered, with financial support from a corporate grant. The Legal Aid factsheet is specifically aimed at people leaving domestic violence, while the Women's Legal Service publication is more generic. Each of NQWLS and WLS has produced kits that are very detailed in this area, containing information at a level that allows a person to take action without a lawyer. The NQWLS publication focuses on children's issues, while the WLS kit covers the field more broadly.

Domestic violence

Domestic violence factsheets have been prepared for different audiences, including:

- Aboriginal and Torres Strait Island women (ATSILS);

- women (Women's Legal Service);
- LGBTI communities (LGBTI Legal Service); and
- the broader community (Legal Aid Queensland);

all of whom have very different situations and legal needs.

Drink driving

There is a factsheet aimed at young people (produced by the Youth Advocacy Centre) and one for Aboriginal and Torres Strait Islander people (produced by the Aboriginal and Torres Strait Islander Legal Service). The ATSILS factsheet is a lot more detailed and includes information about going to court, whereas the YAC factsheet focuses primarily on a young person's interaction with police. In addition, the language in these factsheets is quite different, because of the different target audiences. Finally, Legal Aid produced a self-help kit about obtaining a work licence, which is a separate part of the legal process.

Parole

Several factsheets and self-help kits were reviewed that discussed parole; all of them were prepared by Prisoners Legal Service, with different purposes.

Parties

A number of resources and presentations have been prepared by the Youth Advocacy Centre on the topic of parties and young people. While the legal content of the resources is similar, it is the manner of presentation that differs. This is important given the broad spectrum of young people with whom the Youth Advocacy Centre engages

Personal injury

A factsheet (produced by the Queensland Public Interest Law Clearing House) is aimed at people who require only very general information about this topic, whereas a self-help kit (produced by Suncoast Community Legal Service) is extraordinarily detailed and is designed for people who are planning to self-represent in a public liability personal injury claim.

Police Powers

Resources have been developed for specific community groups, including:

- young people (YAC);
- LGBTI people (LGBTI Legal Service);
- Aboriginal and Torres Strait Islander peoples (ATSILS); and
- the general community (Caxton).

Given the different experiences and interactions of these groups with police historically, it is appropriate that resources targeted at those groups are available.

Property settlement

Factsheets have been prepared for de facto heterosexual couples (by North Queensland Women's Legal Service) and de facto LGBTI couples (by the LGBTI Legal Service), who have different options and circumstances despite their similar technical legal needs.

Women's Legal Service and North Queensland Women's Legal Service have publications on spousal maintenance. The NQWLS document is a specific and detailed factsheet dealing with Spousal Maintenance, while Women's Legal Service's factsheet primarily provides information about Property Settlement, with a mention of spousal maintenance. The WLS factsheet was developed to support a specific rural training program that it delivered, with financial support from a corporate grant (as evidenced by the corporate logo on the factsheet), so although it has substantively similar content, it was required by a non-government funding arrangement.

Tenancy

Tenants Queensland has produced a number of factsheets, guides and videos for tenants to understand and assert their rights. Some are for particular client groups (eg Aboriginal and Torres Strait Islander peoples), particular types of marginal housing (eg rooming accommodation, manufactured homes), or particular types of issues/events (eg rental bonds, starting a tenancy, repairs and maintenance).

Both Tenants Queensland and The Advocacy and Support Centre (**TASC**) have produced resources about tenancy databases. While very similar, the TASC resource was developed to support a specialist TICA clinic that was operating in Toowoomba at the time, so it includes references to the clinic time, fees that customers need to bring, draft forms, etc. The Tenants Queensland resource is more general.

We determine that a new resource is required if we keep getting requests for advice in relation to the same topic, so it's apparent the issue is or has potential to be widespread and people need help understanding what to do about it. We also consider if a factsheet will also save our worker time on lengthy explanations.

Georgina Warrington
Basic Rights Queensland

Treatment Orders

QPILCH and QAI have both produced factsheets on voluntary patients and involuntary treatment orders. The level of detail and the focus of each of these factsheets is different, and they are designed for slightly different audiences.

Victims of crime

There is a factsheet aimed at young people (produced by the Youth Advocacy Centre) and two for LGBTI communities (both produced by the LGBTI Legal Service). The YAC factsheet focuses on a young person's rights and responsibilities when making a complaint to the Police about an assault, while one of the LGBTI Legal Service publications outlines the administrative

process of applying for victims of crime compensation and the other deals with making a complaint more generally.

Conclusion

CLE materials produced in Queensland are driven by being responsive to identified community legal need. While there are instances of CLE materials being produced on similar legal topics, these resources are differentiated in terms of style, scope, format and target audience.

It is worth noting at this point that there has been some research into evaluating CLE best practice⁵ and it certainly identifies that there are different levels of self-help ability within the public, and so publications should be tailored with those levels in mind. In addition, different levels of detail are required depending on the timing of the individual seeking legal education material – if a person is after general information, then perhaps a lower level of detail is appropriate, but if a person is about to embark on self-representation in a particular matter, then a lot more detail is required.

Furthermore, CLE publications are valuable tools for community workers and other professionals likely to come into contact with people experiencing vulnerability and legal problems. As such CLE publications provide an important access to justice function by providing a link to appropriate legal support for people at time of critical need.

⁵ For example, see Susie Forell, (2015) "Beyond Great Expectations: Designing Relevant, Realistic and Effective Community Legal Education and Information", paper to the International Legal Aid Group conference, Edinburgh, June 2015; Susie Forell & Hugh McDonald (2015) "Beyond great expectations: modest, meaningful and measurable community legal education and information", Justice Issues, Paper 21, December 2015, Law and Justice Foundation New South Wales.

4 Proposed improvements

While it has been determined through this audit project that a perception of CLE resource duplication is unfounded, there are still reforms that could be implemented to enhance collaboration at the scoping, planning and evaluation stages of CLE development. A number of individuals from the state jurisdictions have suggested that a more coordinated State-based database could ensure the need for the production of new CLE material; however, we suggest supporting Queensland legal assistance services to engage more with the NACLC CLEAR database would be more efficient.

It should be recognised that collaborative work will inevitably take more time - meeting with another service and planning work together is of course more time intensive than one agency running a project alone.

Camielle Donaghey
Caxton Legal Centre

Developing a best practice guide to CLE would also be a positive step in making CLE in Queensland more effective and efficient. There has been some recent academic work on 'what works'⁶, and this could be combined with recent practice experience to create a guide for CLE workers across the state. The guide should also take into account and build upon the Victorian guidelines.

Finally, while databases are an important tool in reducing duplication, workers talking to one another about what they are doing is fundamental to an efficient system; there is no escaping the fact that different people may come up with similar ideas to address similar problems, and resources could be wasted in the research/compilation phase of a new project because someone else is already doing the work but it is not yet finalised and published. Having regular meetings/networks/catch up opportunities plays an important part in reducing the likelihood of contemporaneous projects being identical.

⁶ For example, see Lawlor, M., Giddings, J., Robertson, M., (2009) "Maybe a Solicitor Needs to Know That Sort of Thing but I Don't – User Perspectives on the Utility of Self-help Resources", *Reaching Further: Innovation, Access and Quality in Legal Services*, The Stationery Office, United Kingdom

Recommendations:

1. With funding from Legal Aid Queensland's collaborative CLE fund (if required), the CLE LAF should develop and share a best practice guide for the development and maintenance of community legal information.
2. The CLE LAF is a vital platform to share information, and should be supported.
3. Relationships and *ad hoc* conversations between legal assistance services are vital; funding should be provided for an annual legal assistance services conference to support these relationships.
4. Community legal centres should continue to report on their CLE activities as part of their funding agreements, and this reporting should confirm that the State Program Manager has been notified and that materials do not duplicate existing materials.
5. The State Program Manager, with support from the Department of Justice and Attorney-General and Queensland Legal Assistance Forum members, should ensure that publications are posted on the QLAF website.
6. DJAG should provide funding to support the CLEAR database, including having a Queensland project officer one day per week to support centres to use this resource and enhance its user-friendliness.
7. Legal assistance services should record all of their publications on the CLEAR database.
8. When hardcopy CLE materials are ordered (especially in bulk), producers should ask 'How will these materials be used?' so they can better understand where materials might be having an effect, or to learn about innovative uses of their materials.
9. The author's intellectual property in CLE materials that have been shared should be protected – pro bono legal advice has been sought to establish the best means of ensuring this protection.

Appendices

1 Publications by name

Name of publication	Organisation
Aboriginal & Torres Strait Child Placement Principle - Placing a Child in Care	ATSILS
Accessing your QCAT file	QPILCH
Affidavits Fact Sheet	North Queensland Women's Legal Service
Alcohol, Drugs and the Law	YFS Legal
Alcohol Management Plans Review	Junkuri Laka Community Legal Centre
Alternative Dispute Resolution	QPILCH
Alternative Dispute Resolution - Offers to settle	QPILCH
Amending court documents - Federal Courts	QPILCH
Amending court documents - Queensland Courts	QPILCH
Appealing a QCAT decision to the QCAT Appeal Tribunal or Queensland Court of Appeal	QPILCH
Appealing and enforcing development approvals and seeking declarations	Environmental Defenders Office (Qld) Inc
Appeals in the District Court of Queensland	QPILCH
Appeals in the Queensland Court of Appeal - how to bring an appeal	QPILCH
Appeals in the Queensland Court of Appeal - how to respond to an appeal	QPILCH
Applications in the Queensland Courts - a short guide	QPILCH
Applying for a Blue Card	ATSILS
Are you going to lose your driver licence?	Legal Aid Queensland
Are you in prison and need legal help?	Legal Aid Queensland
Arrest and Bail	ATSILS
Ask Nola	North Queensland Women's Legal Service
Attorney-General's Fiat	QPILCH
Autopsies	ATSILS
Bail	Youth Advocacy Centre
Bail by mail	Legal Aid Queensland
Bankruptcy - opposing a creditor's petition	QPILCH
Bankruptcy - reviewing a sequestration order	QPILCH
Bankruptcy - setting aside a bankruptcy notice	QPILCH
Being in Care- Making Decisions	Youth Advocacy Centre
Best Interests of the Child Fact Sheet	North Queensland Women's Legal Service
Breach of Parole Information Kit	Prisoners' Legal Service Inc.
Bushfires and insurance claims	Legal Aid Queensland
Can I get legal aid?	Legal Aid Queensland
Car Accidents	Legal Aid Queensland
Caring for your Assets (due for completion August 2015)	Cairns Community Legal Centre Inc.
Castaway Campaign	Youth Advocacy Centre
Cause of action	QPILCH
Caveats Fact Sheet	North Queensland Women's Legal Service
Centrelink	Lesbian Gay Bisexual Trans Intersex Legal Service Inc.
Centrelink and domestic violence	Women's Legal Service
Changes to the YJ System	Youth Advocacy Centre
Changing Identity Documents	Lesbian Gay Bisexual Trans Intersex Legal Service Inc.
Child Protection - Youth Offending	Youth Advocacy Centre
Child protection and the Children's Court	Legal Aid Queensland
Child Protection Interventions (Session 1)	QIFVLS
Child Protection Interventions (Session 2)	QIFVLS
Child support, Family Tax Benefit and your child care levels	Legal Aid Queensland

Name of publication	Organisation
<u>Childbirth Expenses</u>	Caxton Legal Centre Inc.
<u>Children</u>	Women's Legal Service
<u>Children's Court Queensland</u>	Youth Advocacy Centre
<u>Children's Court Queensland diagram</u>	Youth Advocacy Centre
<u>Civil Law Legal Aid Scheme (CLLAS) - Client Guide</u>	Legal Aid Queensland
<u>Civil litigation in Queensland</u>	QPILCH
<u>Class actions</u>	QPILCH
<u>Coal Seam Gas (CSG): Community Submission and appeal rights</u>	Environmental Defenders Office (Qld) Inc
<u>Collaborating to enhance access to justice-planning for the future</u>	QAILS
<u>Commencing court proceedings</u>	QPILCH
<u>Community Rights to Object to Mines</u>	Environmental Defenders Office (Qld) Inc
<u>Community workers and the law</u>	Townsville Community Legal Service
<u>Complaining is ok</u>	Welfare Rights Centre Inc.
<u>Complaints to the Crime & Misconduct Commission</u>	ATSILS
<u>Complying with employment service providers and Centrelink Activities</u>	Welfare Rights Centre Inc.
<u>Conciliation Conferences</u>	Welfare Rights Centre Inc.
<u>Conflict of Interest Fact Sheet</u>	North Queensland Women's Legal Service
<u>Consent orders, parenting orders and parenting plans</u>	Legal Aid Queensland
<u>Consumer and trader disputes</u>	Legal Aid Queensland
<u>Consumer contracts - dodgy deals (SLASS)</u>	Caxton Legal Centre Inc.
<u>Costs in QCAT</u>	QPILCH
<u>Costs orders in Queensland Courts</u>	QPILCH
<u>Court</u>	Youth Advocacy Centre
<u>Court etiquette</u>	QPILCH
<u>Court Orders</u>	Youth Advocacy Centre
<u>Court proceedings - making progress</u>	QPILCH
<u>Court supervision of cases</u>	QPILCH
<u>Cyber Bullying, Sexting and Facebook</u>	The Advocacy and Support Centre
<u>Cyber Bullying Fact Sheet</u>	North Queensland Women's Legal Service
<u>Damages and loss</u>	QPILCH
<u>Dealing with lawyers on the other side of litigation</u>	QPILCH
<u>Debt and domestic violence</u>	Women's Legal Service
<u>Debt Self Help Kit</u>	Legal Aid Queensland
<u>Deciding whether to commence legal action</u>	QPILCH
<u>Decision making and power of attorney (SLASS)</u>	Caxton Legal Centre Inc.
<u>Declaration Kit</u>	Prisoners' Legal Service Inc.
<u>Defamation</u>	QPILCH
<u>Default and summary judgements</u>	QPILCH
<u>Disability Employment Services</u>	Welfare Rights Centre Inc.
<u>Disabled Justice – barriers to justice for persons with disability in Queensland</u>	Queensland Advocacy Inc
<u>dis-Abled Justice – reforms to justice for persons with disability in Queensland</u>	Queensland Advocacy Inc
<u>Disclosure - practice and procedure</u>	QPILCH
<u>Discrimination</u>	Lesbian Gay Bisexual Trans Intersex Legal Service Inc.
<u>Discrimination claims in the Federal Circuit Court</u>	QPILCH
<u>Dividing Fences</u>	Caxton Legal Centre Inc.
<u>Divorce and domestic violence</u>	Women's Legal Service
<u>Divorce workshops</u>	Taylor Street Community Legal Service
<u>Do you have questions about a social assessment report?</u>	Legal Aid Queensland
<u>Does someone owe you money?</u>	Legal Aid Queensland
<u>Domestic Violence</u>	Women's Legal Service
<u>Domestic Violence</u>	ATSILS
<u>Domestic Violence</u>	Lesbian Gay Bisexual Trans Intersex Legal Service Inc.
<u>Domestic family violence presentation for community members</u>	QIFVLS
<u>Domestic family violence presentation for service providers</u>	QIFVLS
<u>Drafting a Defence - tips and examples</u>	QPILCH

Name of publication	Organisation
<u>Drafting a Statement of Claim - tips and examples</u>	QPILCH
<u>Drafting an effective reply and answer</u>	QPILCH
<u>Drafting an outline of argument or submissions</u>	QPILCH
<u>Drink Driving</u>	ATSILS
<u>Driving, Drugs and Alcohol</u>	Youth Advocacy Centre
<u>Drugs and Alcohol</u>	Youth Advocacy Centre
<u>Education – State School Enrolment Cancelled</u>	Youth Advocacy Centre
<u>Education – State School Exclusions</u>	Youth Advocacy Centre
<u>Education – Suspensions</u>	Youth Advocacy Centre
<u>Education – Things are not going well</u>	Youth Advocacy Centre
<u>Elder abuse</u>	QIFVLS
<u>Emergency Examination Order (EEO)</u>	QPILCH
<u>Employment Service Providers- Your Rights</u>	Welfare Rights Centre Inc.
<u>Enforcement of a monetary decision of QCAT</u>	QPILCH
<u>Enforcement of monetary decision of the Magistrates, District or Supreme Court</u>	QPILCH
<u>Enforcement of non-money orders and contempt</u>	QPILCH
<u>Enforcement warrants - how to respond</u>	QPILCH
<u>Everyone has rights: Understand yours</u>	Queensland Advocacy Incorporated
<u>Evidence and proof in civil proceedings</u>	QPILCH
<u>Extensions of time - case law interpretation</u>	QPILCH
<u>Extensions of time - Limitation of Actions Act 1974</u>	QPILCH
<u>Family</u>	Youth Advocacy Centre
<u>Family Law</u>	YFS Legal
<u>FAQs About Free Legal Advice</u>	QAILS
<u>Federal Prisoners and Parole Factsheet</u>	Prisoners' Legal Service Inc.
<u>Fee reductions in the Queensland Courts</u>	QPILCH
<u>Fee waiver guide - Administrative Appeals Tribunal</u>	QPILCH
<u>Fee waiver guide - Federal Circuit Court</u>	QPILCH
<u>Fee waiver guide - Federal Court</u>	QPILCH
<u>Fee waiver guide - High Court</u>	QPILCH
<u>Female Same-Sex IVF</u>	Lesbian Gay Bisexual Trans Intersex Legal Service Inc.
<u>Filing documents in the Queensland Courts</u>	QPILCH
<u>Financial Counselling - Money Trouble Booklet</u>	Prisoners' Legal Service Inc.
<u>Financial Counselling Factsheet</u>	Prisoners' Legal Service Inc.
<u>Financial Counselling playing cards</u>	Prisoners' Legal Service Inc.
<u>Financial gifts and loans (SLASS)</u>	Caxton Legal Centre Inc.
<u>Fines and domestic violence</u>	Women's Legal Service
<u>GAA - Application for appointment of a Guardian or Administrator</u>	QPILCH
<u>GAA - Capacity</u>	QPILCH
<u>GAA - Duties of appointees and remedies in case of breach</u>	QPILCH
<u>GAA - End of appointment</u>	QPILCH
<u>GAA - Functions and powers of the Tribunal</u>	QPILCH
<u>GAA - Purpose of Act and general principles</u>	QPILCH
<u>GAA - Review of appointment</u>	QPILCH
<u>GAA - Types of substituted decision making</u>	QPILCH
<u>General protections claims in the Federal Circuit Court</u>	QPILCH
<u>Getting the most out of your employment pathway plan</u>	Welfare Rights Centre Inc.
<u>Grantham Voluntary Land Swap</u>	QPILCH
<u>Guardianship and Administration toolkit</u>	QPILCH
<u>Has your licence been disqualified for more than two years?</u>	Legal Aid Queensland
<u>Have you been charged with an offence?</u>	Legal Aid Queensland
<u>Have you been in an accident?</u>	Legal Aid Queensland
<u>Have you lost your job?</u>	Caxton Legal Centre Inc.
<u>Having a grandchild in your care</u>	Legal Aid Queensland
<u>Having Sex</u>	Lesbian Gay Bisexual Trans Intersex Legal Service Inc.
<u>Having trouble dividing your property after a separation or divorce?</u>	Legal Aid Queensland
<u>Having your say in the Children's Court for young people in care</u>	Legal Aid Queensland
<u>Health Rights</u>	Lesbian Gay Bisexual Trans Intersex Legal Service Inc.
<u>Healthy/unhealthy relationship workshop – adult audience</u>	QIFVLS
<u>Healthy/unhealthy relationship workshop – youth audience</u>	QIFVLS
<u>Hearings in court - commonly used words</u>	QPILCH

Name of publication	Organisation
Hearings in Queensland Courts - twelve tips	QPILCH
Hearings in Queensland Courts - twelve tips (Arabic translation)	QPILCH
Hearings in Queensland Courts - twelve tips (Spanish translation)	QPILCH
Hearings in the Federal Courts	QPILCH
Hearings in the Queensland Civil and Administrative Tribunal	QPILCH
Help! I want to change my employment service provider	Welfare Rights Centre Inc.
HIV and Your Rights	Lesbian Gay Bisexual Trans Intersex Legal Service Inc.
How do I get a domestic violence protection order?	Legal Aid Queensland
How to apply for a domestic violence order	Legal Aid Queensland
How to complain using the Commonwealth Disability Discrimination Act	Welfare Rights Centre Inc.
How to complain using the Queensland Anti-Discrimination Act	Welfare Rights Centre Inc.
How to write a disability discrimination complaint	Welfare Rights Centre Inc.
How will a separate representative help my child in their child protection matter?	Legal Aid Queensland
How will an independent children's lawyer help my child?	Legal Aid Queensland
Human Rights Indicators for People with Disability – a resource for disability activists and policy makers	QAI
If I am Charged	Youth Advocacy Centre
I'm a voluntary patient – when can I be involuntarily examined or taken to hospital	QAI
Immigration and Citizenship	Lesbian Gay Bisexual Trans Intersex Legal Service Inc.
Immigration and domestic violence	Women's Legal Service
Immigration Law - Lawyers and Migration Agents	QPILCH
Income Management	Welfare Rights Centre Inc.
Indefinite portability of pensions and former residents	Welfare Rights Centre Inc.
Indigenous Factsheets- General Standard of the Premises	Tenants Queensland
Indigenous Factsheets- Maintenance, Damages and Repairs	Tenants Queensland
Indigenous Factsheets- Privacy	Tenants Queensland
Indigenous Factsheets- Rates (or Levies and Service Charge)	Tenants Queensland
Indigenous Factsheets- Renting Videos	Tenants Queensland
Indigenous Factsheets- Resolving Disputes	Tenants Queensland
Indigenous Factsheets- Terminations	Tenants Queensland
Indigenous Factsheets- Visitors and Guests	Tenants Queensland
Indigenous Factsheets- Your Tenancy	Tenants Queensland
Information for Tenants affected by the floods in Queensland	Tenants Queensland
Information Kit on Child Protection for Parents	South West Brisbane CLC
Information Kit on Child Protection for Workers	South West Brisbane CLC
Interim Hearings Workbook	North Queensland Women's Legal Service
Interstate Transfer Application Kit (on parole)	Prisoners' Legal Service Inc.
Involuntary Assessment	QPILCH
Involuntary Treatment Order (ITO)	QPILCH
Is a family report being prepared for your family law matter?	Legal Aid Queensland
Job Capacity Assessments	Welfare Rights Centre Inc.
Judicial Review Kit	Prisoners' Legal Service Inc.
Just for the Record	YFS Legal
Justice Behind Bars Prisoner Handbook	Prisoners' Legal Service Inc.
Justices Examination Order (JEO)	QPILCH
Knowing Your Rights — Legal Representation for Child Protection video	ATSILS
Laying Down the Criminal Law	Youth Advocacy Centre
Leaving Work? The Next Steps	Welfare Rights Centre Inc.
Legal Affairs Plan	QPILCH
Legal Health Check training video	QPILCH
Letter of Demand	Caxton Legal Centre Inc.
Licence Disqualification	Legal Aid Queensland
Life after separation	Legal Aid Queensland
Limitation periods	QPILCH
Making a Will and Power of Attorney	Lesbian Gay Bisexual Trans Intersex Legal Service Inc.
Making an application to court for adult child maintenance kit	Caxton Legal Centre Inc.
Making Submissions on development applications	Environmental Defenders Office (Qld) Inc
Malicious prosecution	QPILCH
Manufactured Home Park - Living In	Caxton Legal Centre Inc.

Name of publication	Organisation
Manufactured Home Park - Moving Into	Caxton Legal Centre Inc.
Manufactured Home Park - Moving Out Of	Caxton Legal Centre Inc.
Manufactured Homes Factsheets- Closures	Tenants Queensland
Manufactured Homes Factsheets- Investigations and Compliance	Tenants Queensland
Manufactured Homes Factsheets- QCAT Preparation	Tenants Queensland
Manufactured Homes Factsheets- Rules and Rule Changes	Tenants Queensland
Manufactured Homes Factsheets- Terminating Site Agreements	Tenants Queensland
Manufactured Homes Factsheets- Utility Charges	Tenants Queensland
Manufactured Homes Factsheets- Varying Site Rent	Tenants Queensland
Manufactured Homes Factsheets- What are manufactured Homes	Tenants Queensland
Means Test: Special circumstances guidelines	Legal Aid Queensland
Mediation - a short guide	QPILCH
Mining and Coal Seam Gas Law in Queensland	Environmental Defenders Office (Qld) Inc
Missing Persons	Caxton Legal Centre Inc.
Move On	Youth Advocacy Centre
Moving Out	Youth Advocacy Centre
Multi department raids	QPILCH
Need help getting an insurance claim paid?	Legal Aid Queensland
Need help sorting out a dispute with a mining or gas company?	Legal Aid Queensland
Need help to sort out a family law problem?	Legal Aid Queensland
Need help with your family dispute resolution conference agreement?	Legal Aid Queensland
Need legal help with your money and debt problems?	Legal Aid Queensland
Need legal help?	Legal Aid Queensland
Need legal help? (Indigenous Queenslanders)	Legal Aid Queensland
NQWLS Exclusive Occupation Order for Domestic Violence Reasons Fact Sheet	North Queensland Women's Legal Service
NQWLS-Resource-Exclusive-Occupation-Order	North Queensland Women's Legal Service
Online Legal Health Check training videos	QPILCH
Organising child support and care arrangements for your children	Legal Aid Queensland
Our Legal System - Information for ATSI Women	Legal Aid Queensland
Our Legal System - Information for Women	Legal Aid Queensland
Out of control events	Youth Advocacy Centre
Overview of Employment Service Providers	Welfare Rights Centre Inc.
Owning property together	Lesbian Gay Bisexual Trans Intersex Legal Service Inc.
Parental rights around contact	QIFVLS
Parenting after separation	Lesbian Gay Bisexual Trans Intersex Legal Service Inc.
Parenting and Children	Lesbian Gay Bisexual Trans Intersex Legal Service Inc.
Parenting and domestic violence	Women's Legal Service
Parenting Orders Fact Sheet	North Queensland Women's Legal Service
Parents and Police	Youth Advocacy Centre
Parole Application Handbook	Prisoners' Legal Service Inc.
Parole Assistance Kit	Prisoners' Legal Service Inc.
Paroles Conditions Kit	Prisoners' Legal Service Inc.
Party Powers	Youth Advocacy Centre
Parties and the law	YFS Legal
Peace and Good Behaviour Order	Caxton Legal Centre Inc.
Peaceful Assembly Act - your rights	QPILCH
Personal injuries	QPILCH
Personal Injury Self Help Kit	Suncoast Community Legal Service
Police – 13 facts you need to know	Youth Advocacy Centre
Police Powers	Lesbian Gay Bisexual Trans Intersex Legal Service Inc.
Police Powers - Identifying Particulars - Adults	ATSILS
Police Powers - Identifying Particulars - Juveniles	ATSILS
Police Powers - Interview and Investigations	ATSILS
Police Powers - Move on Powers	ATSILS
Police Powers - Requiring Name and Address	ATSILS
Police Powers - Searches	ATSILS
Police Powers: Your Rights	Caxton Legal Centre Inc.

Name of publication	Organisation
Preparing Affidavits for the Magistrates Court	Caxton Legal Centre Inc.
Preparing for forensic order review hearings	QAI
Preventing violence (SLASS)	Caxton Legal Centre Inc.
Priority Development Areas	Environmental Defenders Office (Qld) Inc
Prisoner Throughcare	ATSILS
Privacy rights	QPILCH
Property and domestic violence	Women's Legal Service
Property and Maintenance	Women's Legal Service
Property Document Exchange Fact Sheet	North Queensland Women's Legal Service
Property Settlement De Facto Couples Fact Sheet	North Queensland Women's Legal Service
Property Settlement Married Couples Fact Sheet	North Queensland Women's Legal Service
Property Settlement Workbook	North Queensland Women's Legal Service
Protection Order Applications	Women's Legal Service
QAILS webinar series	QAILS
Queensland Civil and Administrative Tribunal - Jurisdiction	QPILCH
Queensland Neighbourhood Disputes website	QAILS
Queensland Handbook for Practitioners on Legal Capacity	QAI
Queensland Public Interest Law Clearing House Incorporated (QPILCH)	QPILCH
Queensland Public Interest Law Clearing House Incorporated (QPILCH) - Arabic translation	QPILCH
Queensland Public Interest Law Clearing House Incorporated (QPILCH) - Spanish translation	QPILCH
Raising money from the family home (SLASS)	Caxton Legal Centre Inc.
Reaching Agreement	Women's Legal Service
Redress Scheme	ATSILS
Redundancies and Payouts- Income Maintenance Periods	Welfare Rights Centre Inc.
Re-focus	Women's Legal Service
Relationships and Separation	Lesbian Gay Bisexual Trans Intersex Legal Service Inc.
Relocation – Moving away with children	North Queensland Women's Legal Service
Renting in Queensland Tenancy Kit for CALD English-Language Students	Tenants Queensland
Report on Queensland Prisons	Prisoners' Legal Service Inc.
Reporting your income to Centrelink	Welfare Rights Centre Inc.
Representation in QCAT	QPILCH
Representing yourself at trial - Queensland Courts	QPILCH
Residential aged care and community care arrangements (SLASS)	Caxton Legal Centre Inc.
Residential Tenancies Database (eg. TICA)	QPILCH
Resolving Tenancy Disputes video	Tenants Queensland
Retirement Village - Living In	Caxton Legal Centre Inc.
Retirement Village - Moving Into	Caxton Legal Centre Inc.
Retirement Village - Moving Out Of	Caxton Legal Centre Inc.
Rooming Accommodation Factsheets- Do you rent a room?	Tenants Queensland
Rooming Accommodation Factsheets- Entry to your room	Tenants Queensland
Rooming Accommodation Factsheets- Getting Your Belongings Back	Tenants Queensland
Rooming Accommodation Factsheets- Moving In	Tenants Queensland
Rooming Accommodation Factsheets- Moving Out	Tenants Queensland
Rooming Accommodation Factsheets- Rent	Tenants Queensland
Rooming Accommodation Factsheets- While You are a Resident	Tenants Queensland
Safeway Home Information Pamphlet	Prisoners' Legal Service Inc.
Schoolies week	Caxton Legal Centre Inc.
Searches	Youth Advocacy Centre
Selecting an Employment service provider	Welfare Rights Centre Inc.
Self-Representation in the Qld Land Court	Environmental Defenders Office (Qld) Inc
Self-represented appeals	Legal Aid Queensland
Sentencing options for young people	YFS Legal
Separation	Women's Legal Service
Separation: A guide for women	Women's Legal Service
Serving court documents	QPILCH
Setting a civil trial date	QPILCH

Name of publication	Organisation
<u>Sex</u>	Youth Advocacy Centre
<u>Sex and the Law</u>	YFS Legal
<u>Sexting and Internet Law</u>	YFS Legal
<u>Sexting and the Law</u>	Youth Advocacy Centre
<u>Sexual assault presentation for service providers</u>	QIFVLS
<u>Share House Factsheets- Share Housing- Your Legal Status</u>	Tenants Queensland
<u>Share House Factsheets- Terminating Co-Tenancies When Not all Tenants Leave</u>	Tenants Queensland
<u>Share House Factsheets- When Violence Affects Your Tenancy</u>	Tenants Queensland
<u>Sharing a home with friends or family (SLASS)</u>	Caxton Legal Centre Inc.
<u>Social Housing Fact Sheet – Appeals, Reviews & Complaints</u>	Tenants Queensland
<u>Social Housing Fact Sheet - New Directions for ICHOs</u>	Tenants Queensland
<u>Social Housing Fact Sheet- Repairs and Maintenance</u>	Tenants Queensland
<u>Social Media Fact Sheet</u>	North Queensland Women's Legal Service
<u>Someone has applied for a domestic violence protection order against me. What are my legal options?</u>	Legal Aid Queensland
<u>Spousal Maintenance Fact Sheet</u>	North Queensland Women's Legal Service
<u>Standing and involvement in legal proceedings</u>	QPILCH
<u>Stopping an involuntary treatment order</u>	QAI
<u>Step-by step Assessment Tool</u>	Welfare Rights Centre Inc.
<u>Stream 1 - What to Expect</u>	Welfare Rights Centre Inc.
<u>Stream 2- What to Expect</u>	Welfare Rights Centre Inc.
<u>Stream 3- What to Expect</u>	Welfare Rights Centre Inc.
<u>Stream 4- What to Expect</u>	Welfare Rights Centre Inc.
<u>Superannuation</u>	Lesbian Gay Bisexual Trans Intersex Legal Service Inc.
<u>Supervised Contact Or No Contact With Children (Court Ordered) Fact Sheet</u>	North Queensland Women's Legal Service
<u>Taking action against violence</u>	Lesbian Gay Bisexual Trans Intersex Legal Service Inc.
<u>Talk it up - young parents child protection advocacy project</u>	Youth Advocacy Centre
<u>Talking about financial matters (SLASS)</u>	Caxton Legal Centre Inc.
<u>Taxation</u>	Lesbian Gay Bisexual Trans Intersex Legal Service Inc.
<u>Tenancy Factsheets- Entry and Privacy</u>	Tenants Queensland
<u>Tenancy Factsheets- Lessor Ends the Tenancy</u>	Tenants Queensland
<u>Tenancy Factsheets- Rent and Other Charges</u>	Tenants Queensland
<u>Tenancy Factsheets- Rental Bonds</u>	Tenants Queensland
<u>Tenancy Factsheets- Renting in Queensland</u>	Tenants Queensland
<u>Tenancy Factsheets- Repairs and Maintenance</u>	Tenants Queensland
<u>Tenancy Factsheets- Resolving Tenancy Disputes</u>	Tenants Queensland
<u>Tenancy Factsheets- Starting a Tenancy</u>	Tenants Queensland
<u>Tenancy Factsheets- You Want to Leave</u>	Tenants Queensland
<u>Tenants' Advocacy Training Queensland</u>	Tenants Queensland
<u>The Community Litigants Handbook</u>	Environmental Defenders Office (Qld) Inc
<u>The Farm & Rural Legal Service</u>	Legal Aid Queensland
<u>The War Veterans' Legal Aid Scheme</u>	Legal Aid Queensland
<u>TICA Pack</u>	The Advocacy and Support Centre
<u>Time limits - calculating time</u>	QPILCH
<u>Time limits under the Uniform Civil Procedure Rules 1999 (Qld)</u>	QPILCH
<u>Time limits under the Uniform Civil Procedure Rules 1999 (Qld) - additional requirements for corporations</u>	QPILCH
<u>Training program for Youth Workers</u>	YFS Legal
<u>Transitions workshops</u>	Prisoners' Legal Service Inc.
<u>Treated Unfairly</u>	Youth Advocacy Centre
<u>Tree Disputes</u>	Caxton Legal Centre Inc.
<u>Understanding Defamation - for community groups and environmental activists</u>	Environmental Defenders Office (Qld) Inc
<u>Understanding Environmental Offsets</u>	Environmental Defenders Office (Qld) Inc
<u>Unmeritorious proceedings and conduct causing disadvantage in QCAT</u>	QPILCH
<u>Victims Assist QLD for service providers</u>	QIFVLS

Name of publication	Organisation
<u>Victim of Crime</u>	Youth Advocacy Centre
<u>Victims of Crime</u>	Lesbian Gay Bisexual Trans Intersex Legal Service Inc.
<u>VISA Cancellation Kit</u>	Refugee and Immigration Legal Service
<u>Visitor's Checklist</u>	Prisoners' Legal Service Inc.
<u>Visitors Information Kit</u>	Prisoners' Legal Service Inc.
<u>Vulnerable Welfare Recipient Income Management</u>	Welfare Rights Centre Inc.
<u>We've Separated... How do we work out arrangements for our children?</u>	North Queensland Women's Legal Service
<u>What are my rights if I want to separate from my partner?</u>	Legal Aid Queensland
<u>What are my rights if I want to separate from my partner? - ATSI women</u>	Legal Aid Queensland
<u>What are Rights</u>	Youth Advocacy Centre
<u>What are your rights while in care?</u>	Legal Aid Queensland
<u>What is disability discrimination and when is it against the law</u>	Welfare Rights Centre Inc.
<u>What to expect when you go to the Children's Court</u>	Legal Aid Queensland
<u>When Can I</u>	Youth Advocacy Centre
<u>When disaster strikes - cyclones, storms and floods</u>	Legal Aid Queensland
<u>When Separating Videos - Family and Domestic Violence</u>	Legal Aid Queensland
<u>When Separating Videos - Getting Help and Advice</u>	Legal Aid Queensland
<u>When Separating Videos - Getting Help in Rural and Regional Areas</u>	Legal Aid Queensland
<u>When Separating Videos - Planning for the Future</u>	Legal Aid Queensland
<u>When Separating Videos - Property and Money</u>	Legal Aid Queensland
<u>When Separating Videos - Resolving Disputes</u>	Legal Aid Queensland
<u>When Separating Videos - Telling the Children</u>	Legal Aid Queensland
<u>Witnesses in QCAT</u>	QPILCH
<u>Women Helping Mothers Helping Children</u>	The Advocacy and Support Centre
<u>Women's Domestic Violence Court Assistance Service/Application</u>	Legal Aid Queensland
<u>Assistance Program</u>	
<u>Work Experience Phase</u>	Welfare Rights Centre Inc.
<u>Work Licence</u>	Legal Aid Queensland
<u>Workplace Rights for Teens</u>	Mackay Regional Community Legal Centre
<u>Writing an effective law reform Submission</u>	Environmental Defenders Office (Qld) Inc
<u>You and family law - a short guide</u>	Legal Aid Queensland
<u>You and your lawyer</u>	QPILCH
<u>Young People and vulnerable welfare payment Recipient Measure of</u>	Welfare Rights Centre Inc.
<u>Income Mgmt Logan and Rockhampton</u>	
<u>Your First Court Date Workbook</u>	North Queensland Women's Legal Service
<u>Your Rights</u>	YFS Legal
<u>Youth Allowance and Austudy - the effect of previous study</u>	Welfare Rights Centre Inc.

2 Publications by organisation

ATSILS

Aboriginal & Torres Strait Child Placement Principle - Placing a Child in Care
Applying for a Blue Card
Arrest and Bail
Autopsies
Complaints to the Crime & Misconduct Commission
Domestic Violence
Drink Driving
Knowing Your Rights — Legal Representation for Child Protection video
Police Powers - Identifying Particulars - Adults
Police Powers - Identifying Particulars - Juveniles
Police Powers - Interview and Investigations
Police Powers - Move on Powers
Police Powers - Requiring Name and Address
Police Powers - Searches
Prisoner Throughcare
Redress Scheme

Cairns Community Legal Centre

Caring for your Assets (due for completion August 2015)

Caxton Legal Centre

Childbirth Expenses
Consumer contracts - dodgy deals (SLASS)
Decision making and power of attorney (SLASS)
Dividing Fences
Financial gifts and loans (SLASS)
Have you lost your job?
Letter of Demand
Making an application to court for adult child maintenance kit
Manufactured Home Park - Living In
Manufactured Home Park - Moving Into
Manufactured Home Park - Moving Out Of
Missing Persons
Peace and Good Behaviour Order
Police Powers: Your Rights
Preparing Affidavits for the Magistrates Court
Preventing violence (SLASS)
Raising money from the family home (SLASS)
Residential aged care and community care arrangements (SLASS)
Retirement Village - Living In
Retirement Village - Moving Into
Retirement Village - Moving Out Of
Schoolies week
Sharing a home with friends or family (SLASS)
Talking about financial matters (SLASS)
Tree Disputes

Environmental Defenders Office (Qld) Inc

Appealing and enforcing development approvals and seeking declarations
Coal Seam Gas (CSG): Community Submission and appeal rights
Community Rights to Object to Mines
Making Submissions on development applications
Mining and Coal Seam Gas Law in Queensland
Priority Development Areas
Self-Representation in the Qld Land Court
The Community Litigants Handbook
Understanding Defamation - for community groups and environmental activists

Understanding Environmental Offsets
Writing an effective law reform Submission

Junkuri Laka Community Legal Centre Aboriginal Corporation

Alcohol Management Plans Review

Legal Aid Queensland

Are you going to lose your driver licence?
Are you in prison and need legal help?
Bail by mail
Bushfires and insurance claims
Can I get legal aid?
Car Accidents
Child protection and the Children's Court
Child support, Family Tax Benefit and your child care levels
Civil Law Legal Aid Scheme (CLLAS) - Client Guide
Consent orders, parenting orders and parenting plans
Consumer and trader disputes
Debt Self Help Kit
Do you have questions about a social assessment report?
Does someone owe you money?
Has your licence been disqualified for more than two years?
Have you been charged with an offence?
Have you been in an accident?
Having a grandchild in your care
Having trouble dividing your property after a separation or divorce?
Having your say in the Children's Court for young people in care
How do I get a domestic violence protection order?
How to apply for a domestic violence order
How will a separate representative help my child in their child protection matter?
How will an independent children's lawyer help my child?
Is a family report being prepared for your family law matter?
Licence Disqualification
Life after separation
Means Test: Special circumstances guidelines
Need help getting an insurance claim paid?
Need help sorting out a dispute with a mining or gas company?
Need help to sort out a family law problem?
Need help with your family dispute resolution conference agreement?
Need legal help with your money and debt problems?
Need legal help?
Need legal help? (Indigenous Queenslanders)
Organising child support and care arrangements for your children
Our Legal System - Information for ATSI Women
Our Legal System - Information for Women
Self-represented appeals
Someone has applied for a domestic violence protection order against me. What are my legal options?
The Farm & Rural Legal Service
The War Veterans' Legal Aid Scheme
What are my rights if I want to separate from my partner?
What are my rights if I want to separate from my partner? - ATSI women
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What to expect when you go to the Children's Court
When disaster strikes - cyclones, storms and floods
When Separating Videos - Family and Domestic Violence
When Separating Videos - Getting Help and Advice
When Separating Videos - Getting Help in Rural and Regional Areas
When Separating Videos - Planning for the Future
When Separating Videos - Property and Money

When Separating Videos - Resolving Disputes
When Separating Videos - Telling the Children
Women's Domestic Violence Court Assistance Service/Application Assistance Program
Work Licence
You and family law - a short guide

LGBTI Legal Service

Centrelink
Changing Identity Documents
Discrimination
Domestic Violence
Female Same-Sex IVF
Having Sex
Health Rights
HIV and Your Rights
Immigration and Citizenship
Making a Will and Power of Attorney
Owning property together
Parenting after separation
Parenting and Children
Police Powers
Relationships and Separation
Superannuation
Taking action against violence
Taxation
Victims of Crime

Mackay Regional Community Legal Centre

Workplace Rights for Teens

North Queensland Women's Legal Service

Affidavits Fact Sheet
Ask Nola
Best Interests of the Child Fact Sheet
Caveats Fact Sheet
Conflict of Interest Fact Sheet
Cyber Bullying Fact Sheet
Interim Hearings Workbook
NQWLS Exclusive Occupation Order for Domestic Violence Reasons Fact Sheet
NQWLS-Resource-Exclusive-Occupation-Order
Parenting Orders Fact Sheet
Property Document Exchange Fact Sheet
Property Settlement De Facto Couples Fact Sheet
Property Settlement Married Couples Fact Sheet
Property Settlement Workbook
Relocation – Moving away with children
Social Media Fact Sheet
Spousal Maintenance Fact Sheet
Supervised Contact Or No Contact With Children (Court Ordered) Fact Sheet
We've Separated... How do we work out arrangements for our children?
Your First Court Date Workbook

Prisoners Legal Service

Breach of Parole Information Kit
Declaration Kit
Federal Prisoners and Parole Factsheet
Financial Counselling - Money Trouble Booklet
Financial Counselling Factsheet
Financial Counselling playing cards
Interstate Transfer Application Kit (on parole)

Judicial Review Kit
Justice Behind Bars Prisoner Handbook
Parole Application Handbook
Parole Assistance Kit
Paroles Conditions Kit
Report on Queensland Prisons
Safeway Home Information Pamphlet
Transitions workshops
Visitor's Checklist
Visitors Information Kit

QAI

Disabled Justice – barriers to justice for persons with disability in Queensland
dis-Abled Justice – reforms to justice for persons with disability in Queensland
Everyone has rights: Understand yours
Human Rights Indicators for People with Disability – a resource for disability activists and policy makers
[I'm a voluntary patient – when can I be involuntarily examined or taken to hospital](#)
[Preparing for forensic order review hearings](#)
Queensland Handbook for Practitioners on Legal Capacity
[Stopping an involuntary treatment order](#)

QAILS

Collaborating to enhance access to justice-planning for the future
FAQs About Free Legal Advice
QAILS webinar series
Queensland Neighbourhood Disputes website

QIFVLS

Child protection interventions – session 1
Child protection interventions – session 2
Domestic Family violence presentation for community members
Domestic Family violence presentation for service providers
Elder abuse
Healthy/unhealthy relationship workshop – adult audience
Healthy/unhealthy relationship workshop – youth audience
Parental rights around contact
Sexual assault presentation for service providers
Victims Assist QLD for Service Providers

QPILCH

Accessing your QCAT file
Alternative Dispute Resolution
Alternative Dispute Resolution - Offers to settle
Amending court documents - Federal Courts
Amending court documents - Queensland Courts
Appealing a QCAT decision to the QCAT Appeal Tribunal or Queensland Court of Appeal
Appeals in the District Court of Queensland
Appeals in the Queensland Court of Appeal - how to bring an appeal
Appeals in the Queensland Court of Appeal - how to respond to an appeal
Applications in the Queensland Courts - a short guide
Attorney-General's Fiat
Bankruptcy - opposing a creditor's petition
Bankruptcy - reviewing a sequestration order
Bankruptcy - setting aside a bankruptcy notice

Cause of action
 Civil litigation in Queensland
 Class actions
 Commencing court proceedings
 Costs in QCAT
 Costs orders in Queensland Courts
 Court etiquette
 Court proceedings - making progress
 Court supervision of cases
 Damages and loss
 Dealing with lawyers on the other side of litigation
 Deciding whether to commence legal action
 Defamation
 Default and summary judgements
 Disclosure - practice and procedure
 Discrimination claims in the Federal Circuit Court
 Drafting a Defence - tips and examples
 Drafting a Statement of Claim - tips and examples
 Drafting an effective reply and answer
 Drafting an outline of argument or submissions
 Emergency Examination Order (EEO)
 Enforcement of a monetary decision of QCAT
 Enforcement of monetary decision of the Magistrates, District or Supreme Court
 Enforcement of non-money orders and contempt
 Enforcement warrants - how to respond
 Evidence and proof in civil proceedings
 Extensions of time - case law interpretation
 Extensions of time - Limitation of Actions Act 1974
 Fee reductions in the Queensland Courts
 Fee waiver guide - Administrative Appeals Tribunal
 Fee waiver guide - Federal Circuit Court
 Fee waiver guide - Federal Court
 Fee waiver guide - High Court
 Filing documents in the Queensland Courts
 GAA - Application for appointment of a Guardian or Administrator
 GAA - Capacity
 GAA - Duties of appointees and remedies in case of breach
 GAA - End of appointment
 GAA - Functions and powers of the Tribunal
 GAA - Purpose of Act and general principles
 GAA - Review of appointment
 GAA - Types of substituted decision making
 General protections claims in the Federal Circuit Court
 Grantham Voluntary Land Swap
 Guardianship and Administration toolkit
 Hearings in court - commonly used words
 Hearings in Queensland Courts - twelve tips
 Hearings in Queensland Courts - twelve tips (Arabic translation)
 Hearings in Queensland Courts - twelve tips (Spanish translation)
 Hearings in the Federal Courts
 Hearings in the Queensland Civil and Administrative Tribunal
 Immigration Law - Lawyers and Migration Agents
 Involuntary Assessment
 Involuntary Treatment Order (ITO)
 Justices Examination Order (JEO)
 Legal Affairs Plan
 Legal Health Check training video
 Limitation periods
 Malicious prosecution
 Mediation - a short guide

- Multi department raids
- Online Legal Health Check training videos
- Peaceful Assembly Act - your rights
- Personal injuries
- Privacy rights
- Queensland Civil and Administrative Tribunal - Jurisdiction
- Queensland Public Interest Law Clearing House Incorporated (QPILCH)
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- Time limits under the Uniform Civil Procedure Rules 1999 (Qld) - additional requirements for corporations
- Unmeritorious proceedings and conduct causing disadvantage in QCAT
- Witnesses in QCAT
- You and your lawyer

Refugee and Immigration Legal Service

- Refugee family reunion guide
- Asylum seeker processing information
- Visa cancellation kit

Suncoast Community Legal Service

- Personal Injury Self Help Kit

South West Brisbane Community Legal Centre

- Information Kit on Child Protection for Parents
- Information Kit on Child Protection for Workers

Taylor Street Community Legal Service

- Divorce workshops

Tenants Queensland

- Indigenous Factsheets- General Standard of the Premises
- Indigenous Factsheets- Maintenance, Damages and Repairs
- Indigenous Factsheets- Privacy
- Indigenous Factsheets- Rates (or Levies and Service Charge)
- Indigenous Factsheets- Renting Videos
- Indigenous Factsheets- Resolving Disputes
- Indigenous Factsheets- Terminations
- Indigenous Factsheets- Visitors and Guests
- Indigenous Factsheets- Your Tenancy
- Information for Tenants affected by the floods in Queensland
- Manufactured Homes Factsheets- Closures
- Manufactured Homes Factsheets- Investigations and Compliance
- Manufactured Homes Factsheets- QCAT Preparation
- Manufactured Homes Factsheets- Rules and Rule Changes
- Manufactured Homes Factsheets- Terminating Site Agreements
- Manufactured Homes Factsheets- Utility Charges
- Manufactured Homes Factsheets- Varying Site Rent
- Manufactured Homes Factsheets- What are manufactured Homes
- Renting in Queensland Tenancy Kit for CALD English-Language Students
- Resolving Tenancy Disputes video
- Rooming Accommodation Factsheets- Do you rent a room?
- Rooming Accommodation Factsheets- Entry to your room

- Rooming Accommodation Factsheets- Getting Your Belongings Back
- Rooming Accommodation Factsheets- Moving In
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- Share House Factsheets- Share Housing- Your Legal Status
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- Tenancy Factsheets- Entry and Privacy
- Tenancy Factsheets- Lessor Ends the Tenancy
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- Tenancy Factsheets- Repairs and Maintenance
- Tenancy Factsheets- Resolving Tenancy Disputes
- Tenancy Factsheets- Starting a Tenancy
- Tenancy Factsheets- You Want to Leave
- Tenants' Advocacy Training Queensland

The Advocacy and Support Centre

- Cyber Bullying, Sexting and Facebook
- TICA Pack
- Women Helping Mothers Helping Children

Townsville Community Legal Service

- Community workers and the law

Welfare Rights Centre (now Basic Rights Queensland)

- Complaining is ok
- Complying with employment service providers and Centrelink Activities
- Conciliation Conferences
- Disability Employment Services
- Employment Service Providers- Your Rights
- Getting the most out of your employment pathway plan
- Help! I want to change my employment service provider
- How to complain using the Commonwealth Disability Discrimination Act
- How to complain using the Queensland Anti-Discrimination Act
- How to write a disability discrimination complaint
- Income Management
- Indefinite portability of pensions and former residents
- Job Capacity Assessments
- Leaving Work? The Next Steps
- Overview of Employment Service Providers
- Redundancies and Payouts- Income Maintenance Periods
- Reporting your income to Centrelink
- Selecting an Employment service provider
- Step-by step Assessment Tool
- Stream 1 - What to Expect
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- Stream 3- What to Expect
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- Vulnerable Welfare Recipient Income Management
- What is disability discrimination and when is it against the law
- Work Experience Phase
- Young People and vulnerable welfare payment Recipient Measure of Income Mgmt Logan and Rockhampton
- Youth Allowance and Austudy - the effect of previous study

Women's Legal Service

Centrelink and domestic violence
Children
Debt and domestic violence
Divorce and domestic violence
Domestic Violence
Fines and domestic violence
Immigration and domestic violence
Parenting and domestic violence
Property and domestic violence
Property and Maintenance
Protection Order Applications
Reaching Agreement
Re-focus
Separation
Separation: A guide for women

YFS

Alcohol, Drugs and the Law
Family Law
Just for the Record
Parties and the Law
Sentencing Options for Young People
Sex and the Law
Sexting and Internet Law
Training program for Youth Workers
Your Rights

Youth Advocacy Centre

Bail
Being in Care- Making Decisions
Castaway Campaign
Changes to the YJ System
Child Protection - Youth Offending
Children's Court Queensland
Children's Court Queensland diagram
Court
Court Orders
Driving, Drugs and Alcohol
Drugs and Alcohol
Education – State School Enrolment Cancelled
Education – State School Exclusions
Education – Suspensions
Education – Things are not going well
Family
If I am Charged
Laying Down the Criminal Law
Move On
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Out of control events
Parents and Police
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Searches
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Sexting and the Law
Talk it up - young parents child protection advocacy project
Treated Unfairly
Victim of Crime

What are Rights
When Can I



Queensland Association of Independent Legal Services Inc

(07) 3392 0092
director@qails.org.au
www.qails.org.au



@qails



facebook.com/qails.inc