



## Client Intake Form

### Information for applicants – please read before completing this form

This form is for people seeking legal assistance, who are involved in civil proceedings before the:

- Brisbane District Court;
- Brisbane Supreme Court;
- Queensland Court of Appeal; or
- Queensland Civil and Administrative Tribunal (**QCAT**).

*The Self Representation Service is independently operated by the Queensland Public Interest Law Clearing House Inc (QPILCH) and provides free, confidential and impartial legal advice to eligible applicants.*

#### To apply for assistance:

**Step 1**      **Complete** this form. Make sure that you complete ALL sections.

**Step 2**      **Return** the form, with any relevant **documents**, including the signed **Terms & Conditions** to:

QPILCH  
Postal Address:      PO Box 3631 Sth Brisbane BC Qld 4101  
Fax:                      (07) 3846 6311  
Email:                   [administration@qpilch.org.au](mailto:administration@qpilch.org.au)

Alternatively, you may hand the form to a QPILCH staff member, if there is one available, at the Courts or QCAT offices.

**Step 3**      The Service will assess your application. If you are eligible for assistance, we will contact you to arrange a 45 minute appointment for you with a solicitor. If you are not eligible, we will confirm our decision in writing.

For more information about the Self Representation Service, including eligibility criteria, please see our website ([www.qpilch.org.au](http://www.qpilch.org.au)) under *Services* or by contacting QPILCH on (07) 3846 6317.

## 1. Time Limits

Please provide details of any deadlines, limitation dates or trial or hearing dates for your proceedings:

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## 2. Your details

**Entity**  Individual  Organisation  Company

**Name** (of individual, organisation or company) \_\_\_\_\_

**Address** \_\_\_\_\_

**State** \_\_\_\_\_ **Postcode** \_\_\_\_\_

**Telephone** \_\_\_\_\_ **Mobile** \_\_\_\_\_

**Fax** \_\_\_\_\_ **Email** \_\_\_\_\_

**Would you like letters to be sent to you by email only?**  Yes  No

**Contact person and position (Companies and Organisations)** \_\_\_\_\_

**Sex**  Male  Female

**Country and Date of Birth** \_\_\_\_\_

**Do you require an interpreter?**

Yes (which language?) \_\_\_\_\_  No

**Indigenous status**

Aboriginal  TSI Origin  Both

**Do you have a disability?**

Yes (please provide details if you need assistance) \_\_\_\_\_

No

**Referral source**

- Bar Association of Queensland
- Community legal centre
- Community support service
- Court Information Network
- Dispute resolution service
- Family, friend or colleague
- Law firm
- Legal Aid Queensland
- Queensland Law Society
- Private legal practitioner

- Local, State or Federal Government Department, Agency, Authority or Solicitor (please specify) \_\_\_\_\_
- Judge or Tribunal Member
- Queensland Court or Tribunal staff (eg, Judge's Associate, Bailiff, Lists Clerk)
- QCAT Registry
- State or Federal Courts Registry
- Other (please specify) \_\_\_\_\_

### 3. Financial information

#### Individuals

##### Income source

- Full time employment  Casual employment  
 Part time employment  Self employed  
 Centrelink (please specify type of benefit) \_\_\_\_\_  
 Other (eg, rent, interest, dividends, workers compensation, superannuation) \_\_\_\_\_

What is your *household's* annual income (before tax)?

- \$0 - \$26,000  \$52,000 - \$80,000  
 \$26,000 - \$52,000  \$80,000 +

What is your *personal* fortnightly income (after tax)?

\_\_\_\_\_

What is the value of your assets?

Description of item	Value	Amount still owing on item
<i>Eg. Family home</i>	<i>\$350,000</i>	<i>\$300,000 owing</i>

#### Companies or Organisations

What is your annual income and expenditure? \_\_\_\_\_

Is there a written funding agreement?  Yes – please attach a copy  No

### 4. Existing / previous legal advisers

Have you applied for legal aid?  Yes: Result \_\_\_\_\_  No

Do you currently have a lawyer?  Yes  No

Have you previously had a lawyer or legal advice?  Yes: Name and details of why they are no longer assisting you  No

\_\_\_\_\_  
\_\_\_\_\_

## 5. Court or tribunal proceeding

### Court or Tribunal

- Queensland Court of Appeal     Brisbane Supreme Court     Brisbane District Court     QCAT

### Status of legal problem

Proceeding has been commenced with the court or QCAT

- Yes: Please provide you file number                       No

\_\_\_\_\_

### Which party are you?

- Plaintiff                       Defendant                       Applicant                       Respondent

Please list the names and details of the other people involved in your dispute:

Role	Name	Legal Representative	Relationship to you (if applicable)
<input type="checkbox"/> Plaintiff			
<input type="checkbox"/> Defendant			
<input type="checkbox"/> Applicant			
<input type="checkbox"/> Respondent			
<input type="checkbox"/> Other			

### I have been to a hearing and have a decision

- Yes: Please provide a copy of the decision                       No

## 6. Your legal problem

Please briefly describe your legal problem and what assistance you require. For example, advice on the law, help with preparing documents, help preparing for a hearing. If possible, please list the questions you would like answered.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## 7. Acknowledgement and signature

I, \_\_\_\_\_ (you or an authorised person) confirm that:

- the information contained in this form is correct; and
- I have been given and have read QPILCH's privacy policy and agree to QPILCH managing my personal information in accordance with its policies as issued from time to time.

I authorise QPILCH to:

- assist me to collect and collate all facts and documents necessary (including sensitive information) to assess whether this matter complies with QPILCH guidelines;
- request, transfer and receive personal information and documentation in relation to me for the purpose of providing assistance without waiving any legal professional privilege; and
- give this information to member law firms and barristers, and other organisations for the purpose of assessing my eligibility for assistance and providing assistance.

My authority continues until I withdraw it in writing.

I acknowledge that QPILCH has no legal responsibility or liability to me where:

- my application is declined by QPILCH; or
- my application is referred to a member law firm or barrister, in which case I authorise the member to report to QPILCH on the progress and outcome of the matter on a confidential basis and without waiving any legal professional or other privilege, but to enable QPILCH to monitor its referral program.

Signed \_\_\_\_\_

Date \_\_\_\_\_

This form was completed by:

- You
- Community Legal Centre
- QPILCH / Self Representation Service
- Legal Aid
- Other: please specify \_\_\_\_\_

I have attached:

- The signed Terms & Conditions
- Form(s) which have been lodged with the court or tribunal
- Decision being appealed against
- Other relevant documents

## 8. Completed by SRS – Office Use Only

File open date \_\_\_\_\_

QPILCH File No. \_\_\_\_\_

### Action Taken

- Eligible for assistance
- Referred
- Diverted
- Not eligible for assistance (please specify reason) \_\_\_\_\_

### Conflict Check

Done by \_\_\_\_\_

Date \_\_\_\_\_

### SRCLS Terms & Conditions signed

- Yes
- No

## Terms & Conditions

1. The Queensland Public Interest Law Clearing House (**QPILCH**) operates the Self Representation Service at the Law Courts Complex and QCAT (**the Service**).
2. The Service provides free legal advice and assistance to people seeking legal assistance, who are involved in civil proceedings before the Brisbane District and Supreme Courts, Queensland Court of Appeal, and QCAT. The Service does not assist with criminal or family law proceedings.
3. Once both you and the Service have signed these terms and conditions and you have provided the information and documents requested by the Service, the Service will make a 45 minute appointment for you with a solicitor. The Service will provide legal advice and assistance to the extent possible in a 45 minute appointment.
4. The Service might, in its discretion, provide either a further appointment or further legal advice and assistance following completion of an appointment to finalise a matter raised in an appointment. Because it has limited resources available to it, the Service does not undertake that it will take either course, or, if it does, that it will do so by the same solicitor as before.
5. The Service and its solicitors will provide the kind of legal advice and assistance which they consider appropriate having regard to the issues raised by you and the time available. However, in no circumstances will they:
  - a. provide full representation;
  - b. take over conduct of any proceeding on your behalf;
  - c. represent you in any hearing or trial;
  - d. sign any document on your behalf;
  - e. communicate with members of QCAT or the Judiciary, other parties or legal representatives on your behalf; and
  - f. pay any fees, disbursements or costs on your behalf.
6. You (and **not** the Service or its solicitors) will at all times remain responsible for the conduct of your proceeding, including:
  - a. appearing on your own behalf;
  - b. communicating with the other parties;
  - c. filing any documents you wish to rely on;
  - d. completing any documents which the solicitor has assisted in drafting in an appointment; and
  - e. meeting the deadlines imposed by law, the Court or Tribunal, or the other parties.
7. It is often important that a proceeding is commenced or some other step taken before a limitation period expires. Priority will be given to identifying any relevant limitation period, but it might not be possible to deal with the issue in the available time. Accordingly, you (and **not** the Service or its solicitors) are responsible for taking any steps necessary before a limitation period expires.
8. To the extent that the law permits, you agree to exclude any liability of any nature whatsoever which QPILCH, the Service or its solicitors, or any of QPILCH's or the Service's other servants or agents might otherwise have to you in respect of any matter arising out of or in any way connected with the provision to you of legal advice and assistance pursuant to these terms and conditions.
9. We understand that it may be necessary for you to cancel your appointment in certain circumstances; however we ask that you notify the Service at least 24 hours in advance if you are unable to attend a scheduled appointment. The Service has the right to terminate its provision of legal advice and assistance to you if you are unable to attend an appointment and provide inadequate notice to us.
10. The Service's provision of legal advice and assistance to you will terminate:
  - a. at the end of the appointment referred to in paragraph 3 above;
  - b. if a further appointment or further legal advice and assistance is given as referred to in paragraph 4 above, at the end of the further appointment or when that advice is given (as the case may be); or
  - c. if, at any earlier time, the Service elects to terminate its provision of legal advice and assistance to you.
11. The Client Care Officer for the Service is the QPILCH coordinator, Tony Woodyatt. If you have any concern or query in respect of the operations of the Service please contact Tony Woodyatt on (07) 3224 5166 or [contact@qpilch.org.au](mailto:contact@qpilch.org.au).

I confirm that I have read the above Terms and Conditions and agree to the provision of legal advice and assistance by the Service on those terms.

Signature: ..... Date: .....

Authorised representative of QPILCH: ..... Date: .....

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## QUEENSLAND PUBLIC INTEREST LAW CLEARING HOUSE INCORPORATED (QPILCH)

PO Box 3631 South Brisbane QLD 4101 T: 3846 6317 F: 3846 6311 E:contact@qpilch.org.au

# PRIVACY POLICY

QPILCH recognises the importance of your privacy and understands your concerns about the security of your personal information. This privacy policy describes generally how we manage your personal information and safeguard your privacy.

At QPILCH we aim to make sure that:

- your privacy is protected when using our service;
- any personal information we collect is up to date; and
- you are able to access your information if you wish.

We request you endorse your consent of our privacy policy by signing the application form.

### **The National Privacy Principles**

From 21 December 2001, most private sector organisations in Australia must by law comply with the National Privacy Principles ("NPPs") pursuant to the *Privacy Act 1988* (Cth). We are bound by the NPPs.

### **Collecting personal information about you**

We only collect personal information that is necessary for us to perform our functions. If you do not provide us with this information it is unlikely your matter will be accepted by a member law firm.

The kinds of personal information we collect and hold will depend upon the services you request from us. However, it may include:

- information you give us when you request a service from us. This information will include your name, address and contact details;
- information about individuals we collect in the course of assessing your application and compiling a brief for referral;
- communications between us and you; and
- Information that may be considered sensitive, for example any other legal matters you are or have been involved in.

### **Use of your personal information**

To perform our function we will forward the information we have collected from you to our member law firms and other organisations, such as Legal Aid Queensland, so that your application can be assessed for pro bono status.

To ensure that all our privacy policies follow tough confidentiality guidelines, and for insurance purposes, we may need to allow other legal agencies or organisations to randomly check our files. Your file, or information held by QPILCH about you, may be included in this check. The legal agencies or organisations carrying out this check will also keep your information confidential.

### **Storage and security of your information**

At QPILCH, all reasonable efforts are taken to ensure that any information about you is protected from misuse, loss, unauthorised access, modification or disclosure in any way other than in accordance with this policy or the Privacy Act 1988.

The information collected by us is stored either in electronic or hard copy form in files or computer systems for 6 years from the date the information was last updated. QPILCH is located in a protected building where all computer systems and hard copy files are safely locked away.

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Our computers are regularly updated for viruses and all electronic information saved on computer is protected from system break downs. All computer systems are also protected by passwords only known to employees and volunteers.

All QPLICH employees and volunteers are required, as part of their service, to treat any information held as highly confidential.

### **Access to your personal information**

In most cases, you can gain access to personal information that we hold about you. We will handle requests for access to your personal information in accordance with the NPPs.

We encourage all requests for access to your personal information to be directed to us by email [contact@qpilch.org.au](mailto:contact@qpilch.org.au) or by writing to the address below.

We will deal with all requests for access to personal information as quickly as possible. Requests for a large amount of information, or information which is not currently in use, may require further time before a response can be given. In some cases, consistently with the NPPs, we may refuse to give you access to personal information we hold about you. This includes circumstances where giving you access:

- would be unlawful (for example, where a record which contains personal information about you is subject to a claim of legal professional privilege);
- would have an unreasonable impact on other people's privacy;
- would prejudice negotiations we are having with you;
- would prejudice an investigation of unlawful activity; or
- would prejudice activities carried out by, or for, a law enforcement agency.

If we refuse to give you access we will provide you with reasons for our refusal.

### **Keeping your information up to date**

Generally, if you request us to do so we will amend any personal information about you held by us which is inaccurate, incomplete or out of date. If we disagree with your view about the accuracy, completeness or currency of a record of your personal information held by us, and you ask us to associate with that record a statement that you have a contrary view, we will take reasonable steps to do so.

### **How to contact us**

If you would like more information about the way we manage personal information which we hold about you, or are concerned that we may have breached your privacy and wish to make a complaint, please contact us by email, fax or mail at the following addresses:

- email address: [contact@qpilch.org.au](mailto:contact@qpilch.org.au);
- postal address: PO Box 3631 Sth Brisbane Qld 4101; or
- facsimile number: (07) 3846 6311.

We will endeavour to respond to your enquiry as soon as possible.

### **Changes to our privacy policy**

From time to time it may be necessary for us to review and revise our privacy policy. We reserve the right to change our privacy policy at any time.

We may notify you about changes to this privacy policy by posting an updated version on our website [www.qpilch.org.au](http://www.qpilch.org.au).

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