



Queensland Public Interest Law Clearing House Incorporated Self Representation Service (QCAT)

What is the Self Representation Service (QCAT)?

The Self Representation Service (QCAT) provides free legal advice and assistance to people at the Queensland Civil and Administrative Tribunal. The Service is operated by the Queensland Public Interest Law Clearing House Incorporated (QPILCH), an independent, non-profit community based legal organisation that coordinates the provision of pro bono legal services for individuals and community groups.

Who is eligible for assistance from the Self Representation Service (QCAT)?

You will be eligible for assistance from the Service if your legal problem falls within the following legislation:

- Anti-Discrimination Act 1991
- Child Protection Act 1999
- Commission for Children and Young People and Child Guardian Act 2000
- Education (General Provisions) Act 2006
- Guardianship and Administration Act 2000 and Powers of Attorney Act 1998
- Information Privacy Act 2009 and Right to Information Act 2009
- Manufactured Homes (Residential Parks) Act 2003
- Residential Tenancies and Rooming Accommodation Act 2008
- Retirement Villages Act 1999

You will also be eligible for assistance from the Service if you are appealing a QCAT decision (even if your legal problem does not relate to one of those pieces of legislation).

The Service may refuse to provide assistance if:

- your matter does not have a good chance of succeeding;
- you do not comply with the orders of QCAT or the advice of the Service;
- you already have private legal assistance or can afford private legal assistance;
- you are eligible for legal aid; or
- your request is so urgent, for example in relation to an imminent hearing, the Service cannot effectively assist you in time.

You will not be eligible for assistance if the Service has a conflict of interest or if you are a declared vexatious litigant.

What assistance does the Self Representation Service (QCAT) provide?

If you are eligible for assistance, you will be entitled to a 45 minute consultation with a solicitor. In some situations, further appointments can be made. As the Service is staffed by volunteer lawyers who attend on a rostered basis, you will be unlikely to see the same solicitor in later appointments.

The solicitor may provide you with:

- legal advice, including advice in relation to appealing a QCAT decision;
- assistance in drafting documents, including QCAT documents and correspondence;
- advice about other options for the resolution of your dispute;
- advice about QCAT's processes; and
- a referral of your matter, if appropriate, for further advice, support or representation.

The solicitor may assist you to:

- understand the law, rights and perspective of the other party and perspective and requirements of QCAT;
- observe QCAT rules and proper process;
- be aware of potential orders and the effect of not complying with orders; and
- present your case in the best possible manner.

The solicitor and the Service will not:

- be responsible if a limitation period expires before you can be assisted by the Service;
- take on conduct of your legal problem or QCAT proceeding;
- represent you at your hearing;
- sign any documents on your behalf;
- communicate with QCAT, the other parties or legal representatives on your behalf; or
- pay for any fees, disbursements or costs incurred by you.



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How do people apply for assistance from the Self Representation Service (QCAT)?

If you would like assistance from the Service you should complete a client intake form (available at the registry or on the QPILCH website, www.qpilch.org.au) and sign the Service's terms and conditions. The Service's staff and volunteers can help you to read, understand and complete these documents.

Once the Service receives your application, your matter will be assessed for eligibility. If you are eligible for assistance, you will be contacted to arrange a 45 minute appointment. If you live outside of Brisbane your appointment may be by telephone. Appointments are offered Tuesday – Thursday.

If you are not eligible for assistance from the Service, you will be notified of our reasons in writing.

The Service will not provide you with legal advice if you do not have a scheduled appointment. However, the Service may provide general information, help you complete the client intake form and assist you to complete QCAT forms on a drop-in basis.

Contact us

Please contact QPILCH by:

E: qcatadmin@qpilch.org.au

T: 07 3846 6317

F: 07 3846 6311

P: QPILCH, PO Box 3631, South Brisbane BC, Qld 4101