

Human Rights, Discrimination and General Law

Yes we can assist	No we cannot assist, but here are some self-help resources
Legal Problem	
<ul style="list-style-type: none"> ✓ human rights including rights protected under the <i>Human Rights Act 2019</i> (Qld) ✓ complaints to the Queensland Human Rights Commission and Australian Human Rights Commission 	<ul style="list-style-type: none"> ✗ we are unable to act in child protection proceedings (although we may be able to give some advice about human rights aspects of some decisions if you are represented in the main proceedings by another lawyer)
<ul style="list-style-type: none"> ✓ discrimination including: <ul style="list-style-type: none"> ✓ race discrimination, cultural rights and offensive racist conduct ✓ age discrimination ✓ disability discrimination ✓ matters relating to sexuality, gender and gender identity ✓ discrimination at work ✓ discrimination on other grounds 	
<ul style="list-style-type: none"> ✓ access to health care 	
<ul style="list-style-type: none"> ✓ access to education and discrimination in education 	<ul style="list-style-type: none"> ✗ disputes with private schools (except where discrimination is alleged, for fee payments included in family law arrangements, or fees paid to independent training colleges) ✗ education disputes involving marking and grades at school and university (except where discrimination is alleged)
<ul style="list-style-type: none"> ✓ vilification (inciting hatred) ✓ offensive racist conduct problems 	<ul style="list-style-type: none"> ✗ defamation law (we can help with vilification, domestic violence and bullying)
<ul style="list-style-type: none"> ✓ policing issues including: <ul style="list-style-type: none"> ✓ complaints about police generally (including privacy, excessive use of force) ✓ failure to investigate or act, including in cases of domestic violence and sexual offences ✓ over-policing in public places and in protected situations including at protests ✓ policing of homelessness including fines and moving people along 	<ul style="list-style-type: none"> ✗ policing issues that occur in the context of an investigation, arrest or charge. We can only give limited assistance in criminal law matters. Representation is generally not available. People who have been charged with sexual assault should contact Legal Aid Queensland in the first instance
<ul style="list-style-type: none"> ✓ victims of sexual harassment and assault (in any environment) 	<p>people who have been charged with sexual assault should contact legal aid in the first instance</p>

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<ul style="list-style-type: none"> ✓ peace and good behaviour matters between individuals in the community, where there is a risk to personal safety (except in a retirement village or manufactured home park) 	<ul style="list-style-type: none"> ✗ neighbourhood disputes or similar matters including: <ul style="list-style-type: none"> ✗ body corporate disputes (except where discrimination is alleged or for assistance animal issues) ✗ planning law ✗ disputes between neighbours in a retirement village or manufactured home park ✗ tree, fence and retaining wall disputes, noise and nuisance complaints, or matters relating to the physical infrastructure of home ownership (e.g. water run-off, boundary disputes, easements) ✗ council disputes including about rates unless the issue fits into another area of our practice such as human rights or discrimination
<ul style="list-style-type: none"> ✓ decision-making issues such as powers of attorney and guardianship problems 	<ul style="list-style-type: none"> ✗ wills and estates (except for contested burials for cultural or religious reasons) ✗ preparing enduring power of attorney documents or witness their execution
<ul style="list-style-type: none"> ✓ privacy and right to information 	
<ul style="list-style-type: none"> ✓ complaints against government including human rights matters 	
<ul style="list-style-type: none"> ✓ blue card matters, driver authorisation, criminal record discrimination and other similar barriers to employment 	
<ul style="list-style-type: none"> ✓ civil law problems arising from being a victim of domestic and family violence including: <ul style="list-style-type: none"> ✓ police complaints ✓ consumer credit and debt ✓ blue card problems <p>Note: We also have family law and domestic violence law services delivered by other teams.</p>	
<ul style="list-style-type: none"> ✓ car accidents (property damage only) if you are not insured 	<ul style="list-style-type: none"> ✗ personal injuries including total permanent disability claims, income protection insurance claims, workers compensation and medical negligence
<ul style="list-style-type: none"> ✓ Victims Assist applications 	
<ul style="list-style-type: none"> ✓ SPER debts and other fines problems 	
<ul style="list-style-type: none"> ✓ not-for-profit governance (for very small, unfunded or nominally funded organisations; one-off advice only) 	<ul style="list-style-type: none"> ✗ advice for organisations in respect of employment law, service delivery issues or financial matters

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<ul style="list-style-type: none"> ✓ QCAT appeals in limited circumstances where QCAT has made a decision that impacts on human rights, and you are considering whether or not to appeal, for example: <ul style="list-style-type: none"> ✓ evicting someone from social housing ✓ refusing a blue care application ✓ making a guardianship or administration order ✓ anti-discrimination law matters ✓ sexual harassment complaints ✓ child protection placement decisions <p>and you are considering whether or not to appeal</p>	
<ul style="list-style-type: none"> ✓ some other problems 	<ul style="list-style-type: none"> ✗ anything covered by a specialist community legal centre including: <ul style="list-style-type: none"> ✗ tenancy (except co-tenancy if QSTARS cannot assist) ✗ social security and Centrelink matters ✗ immigration ✗ Native Title ✗ NDIS appeals
<p>We have a separate service for flood-affected people/ households. This means that you do not need to fit within our eligibility criteria to access advice if your legal problem arose in the floods or rain events in 2022.</p> <ul style="list-style-type: none"> ✓ We can give advice to flood/rain-affected people in relation to: insurance disputes <ul style="list-style-type: none"> ✓ consumer credit (loan) problems ✓ other consumer issues ✓ bailment (goods damaged while left with someone else) ✓ neighbourhood matters (e.g. fences) ✓ body-corporate disputes ✓ family law ✓ employment law ✓ difficulty accessing grants ✓ a range of other legal issues, please call to check <p>We will not apply our financial eligibility criteria to advice appointments for flood-affected people.</p> <p>We also have social-work support specifically for flood-affected people.</p>	<ul style="list-style-type: none"> ✗ tenancy (please see Tenants Queensland) ✗ personal injury (note that our coronial inquest service may be able to assist if a person has died) <p>While we cannot assist with business matters ourselves, other free services may be able to. We can help you with referral information if you are a small flood-affected business.</p>

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Eligibility Criteria

has dependents and an individual income of \$100 000 pa* or less	
has no dependents and an income of \$80 000 pa* or less	
lives in Greater Brisbane area (unless their local service cannot assist)	

* Exception available to victims of domestic and family violence who cannot access their money due to economic abuse.

Services Available

appointment required	
one advice service per legal problem type	
ongoing services and/or representation for negotiations, conciliation conferences and similar will be assessed during the advice appointment	representation in a court is generally not available except in rare cases
evening advice service—Monday and Tuesday at Caxton Legal Centre	
daytime advice service throughout the week at Caxton Legal Centre	
referral to a social worker if needed for counselling, safety planning, hardship issues, links to ongoing essential services, court support	