



***QUT GUILD STUDENT ASSIST  
LEGAL REFERRAL RESOURCE SHEET***



student assist

# Student Advocacy Resource Sheet

UPDATED AUGUST 2019

## I HAVE A DEBT DISPUTE

### Australian Competition and Consumer Commission (ACCC)

<https://www.accc.gov.au/consumers/debt-debt-collection/disputing-a-debt>

<https://www.accc.gov.au/consumers/debt-debt-collection/help-when-youre-in-debt>

### Financial Ombudsman Service

<http://www.fos.org.au/homepage/>

### Caxton Legal Centre

<https://caxton.org.au/>

### Legal Aid Queensland

<http://www.legalaid.qld.gov.au/Find-legal-information/>

<http://www.legalaid.qld.gov.au/Work-and-money/>

<http://www.legalaid.qld.gov.au/Money-and-debt/>

### Telecommunications Industry Ombudsman

<http://www.tio.com.au/>

### Queensland Civil and Administrative Tribunal

<http://www.qcat.qld.gov.au/matter-types/debt-disputes>

### Energy & Water Ombudsman Queensland

<https://www.ewoq.com.au/>

### Australian Financial Complaints Authority

*(issue with bank super, credit, finance, loans, insurance, investments, etc...)*

<https://www.afca.org.au/>

## I HAVE A NEIGHBOURHOOD DISPUTE

### Queensland Neighbourhoods

<http://www.qldneighbourhoods.com>

### Caxton Legal Centre

<https://caxton.org.au/>

### Qld Government

<https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/settling-disputes-out-of-court/neighbourhood-mediation>

## I HAVE A TENANCY DISPUTE

### Residential Tenancies Authorities

<https://www.rta.qld.gov.au/disputes>

### Queensland Civil and Administrative Tribunal

<http://www.qcat.qld.gov.au/matter-types/residential-tenancy-disputes>

### Tenants Queensland

<https://tenantsqld.org.au/info-for-tenants/going-to-the-tribunal-to-solve-a-tenancy-dispute/>

### Qstars QLD Statewide Tenant Advice and Referral Service

<https://qstars.org.au/>

### Caxton Legal Centre

<https://caxton.org.au/>

### Commissioner for Body Corporate and Community Management

<https://www.qld.gov.au/law/housing-and-neighbours/bodycorporate/legislation-and-bccm/services/bccm>

## I HAVE A WORKPLACE ISSUE

### Fair Work Australia

<https://www.fairwork.gov.au/how-we-will-help/howwehelp-you/help-resolving-workplace-issues>

### Fair Work Ombudsman

<https://www.fairwork.gov.au/>

### Qld Government

<https://www.qld.gov.au/law/your-rights/workplacerrights/harassment-and-bullying>

### Legal Aid Queensland

<http://www.legalaid.qld.gov.au/Find-legal-information/>

<http://www.legalaid.qld.gov.au/work-and-money/>

<http://www.legalaid.qld.gov.au/Employment/Employment-law-and-your-rights>

### Caxton Legal Centre

<https://caxton.org.au/>

### Queensland Working Women Service

<http://wwq.org.au/>

### Queensland Industrial Relations Commission

<http://www.qirc.qld.gov.au/>

### Australian Taxation Office (unpaid super by employer)

<https://www.ato.gov.au/calculators-and-tools/report-unpaid-super-contributions-from-my-employer/>

### Workplace Health and Safety Electrical Safety Officer Worker' Compensation Regulator| Work Cover Queensland

<https://www.worksafe.qld.gov.au/>

## I HAVE A CENTRELINK ISSUE

### Welfare Rights Centre

<https://welfarerightscentre.org.au/about-us/who-we-are/>

### Commonwealth Ombudsman

<http://www.ombudsman.gov.au/>

## I HAVE A COMPLAINT AGAINST THE AUSTRALIAN TAXATION OFFICE

### Inspector-General of Taxation

<https://www.ato.gov.au/About-ATO/Commitments-and-reporting/Our-scrutineers/Inspector-General-of-Taxation/>

## I HAVE BEEN DISCRIMINATED AGAINST

### Australian Human Rights Commission

<https://www.humanrights.gov.au/>

### Anti-Discrimination Commission Queensland

<http://www.adcq.qld.gov.au/>



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## I HAVE BEEN CHARGED WITH A CRIMINAL OFFENCE

### Legal Aid

<http://www.legalaid.qld.gov.au/Find-legal-information/>  
<http://www.legalaid.qld.gov.au/criminal-justice/criminal-court-process/>  
<http://www.legalaid.qld.gov.au/Criminal-law-duty-lawyer/>  
<http://www.legalaid.qld.gov.au/Home>

### Caxton Legal

<https://caxton.org.au/>

## I HAVE A DOMESTIC VIOLENCE ISSUE

### Women's Legal Service

<https://www.wlsq.org.au/>

### Qld Government

<https://www.qld.gov.au/community/getting-support/health-social-issue/domestic-family-violence>

### DV Connect

<http://www.dvconnect.org/>

### Qld Indigenous Family Violence Legal Service

<http://www.qifvls.com.au/>

## I HAVE BEEN CHARGED WITH PUBLIC NUISANCE

### Legal Aid Qld

<http://www.legalaid.qld.gov.au/Findlegalinformation/Criminaljustice/Offences/Breaking-the-law-in-a-public-place>

### Caxton Legal

<https://caxton.org.au/>

## I WANT TO DISPUTE A FINE

### State Penalties and Enforcement Agency

<https://www.sper.qld.gov.au/>

### Queensland Government

<https://www.qld.gov.au/law/fines-and-penalties/disputing-a-fine>

### Brisbane City Council

<https://www.brisbane.qld.gov.au/about-council/council-information-rates/rates-payments/pay-bill-or-infringement/dispute-fine-or-infringement>

## I HAVE TO GO TO THE MAGISTRATES COURT

### Brisbane City Council

<https://www.qld.gov.au/law/court/courts/magistrates-court/going-to-magistrates-courts-for-a-criminal-matter>

## I WANT TO DISPUTE A TRAFFIC FINE

### Department of Transport and Main Roads

<https://www.tmr.qld.gov.au/>

### Queensland Traffic Lawyers

<https://www.queenslandtrafficlawyers.com/disputing-traffic-fines>

### Legal Aid

<http://www.legalaid.qld.gov.au/Find-legal-information/Cars-and-driving/Traffic-offences>

## I WANT TO FIND OUT WHERE MY LOCAL COMMUNITY LEGAL CENTRE IS

### Brisbane City Council

<http://communitylegalqld.org.au/>

### National Association of Community Legal Centres

<http://communitylegalqld.org.au/>

### The Aboriginal and Torres Strait Islander Legal Service (Qld) Ltd

<http://www.atsils.org.au/>

## I WANT TO MAKE A COMPLAINT AGAINST THE GOVERNMENT

### Commonwealth Ombudsman

<http://www.ombudsman.gov.au/>

### Crime and Misconduct Commission

<http://www.ccc.qld.gov.au/home>

## I HAVE BEEN A VICTIM OR A WITNESS TO A CRIME

### Queensland Government

<https://www.qld.gov.au/law/crime-and-police/victimsandwitnesses-of-crime>

### Legal Aid Qld

<http://www.legalaid.qld.gov.au/Find-legal-information/Criminal-justice/Offences/Breaking-the-law-in-a-public-place>

### Caxton Legal Centre

<https://caxton.org.au/>

### Queensland Civil and Administrative Tribunal

<http://www.qcat.qld.gov.au/matter-types/minor-civil-disputes/property-damage-disputes>

## THE SECOND HAND CAR I PURCHASED FROM PRIVATE SELLER OR CAR DEALERSHIP IS DEFECTIVE

### Queensland Government

<https://www.qld.gov.au/law/your-rights/consumerrightscomplaints-and-scams/buying-products-and-services/buying-products/buying-a-used-car/buying-privately>

<https://www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/buying-products-and-services/buying-products/buying-a-used-car/warranty-for-used-cars>

<https://www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/buying-products-and-services/buying-products/buying-a-used-car/buying-from-a-licensed-motor-dealer>