

If you are making a referral to WLSQ

This factsheet is designed for stakeholders supporting women who may be eligible for legal assistance from Women's Legal Service Queensland (WLSQ). It outlines WLSQ services, eligibility criteria, and the referral process.

How We Can Help

WLSQ is a community legal centre providing free and confidential legal assistance for women.

WLSQ CAN PROVIDE ADVICE ABOUT

Family law:

- Separation/divorce
- Resolving parenting arrangements
- Property settlement process
- Family law court process
- Mediation
- Spouse maintenance
- Adult child maintenance
- Registering births, birth certificates

Domestic and family violence:

- Applying for a protection order
- Responding to an application for a protection order
- Applying to vary an existing protection order
- Police Protection Notices
- Police Protection Directions

Child protection:

- Responding to a child protection court application
- When child safety has started an investigation

Child support:

- Changing a child support assessment
- Collecting or enforcing child support
- Proof of parentage for child support

Migration law:

- Eligible women who hold a temporary visa (including a bridging visa or no visa), who are experiencing domestic and family violence, and are financially disadvantaged

Criminal law or protection of counselling records:

- Victims of crime
- Protection of counselling notes in sexual assault criminal law and civil cases
- If the client has been charged with a minor criminal offence that is connected to their experience of domestic and family violence

Legal Representation and Specialist Teams

WLSQ mainly provides legal advice. Clients may receive more than one appointment as their matter progresses.

Subject to capacity, some clients may be referred internally to a specialist team for ongoing assistance or representation. Eligibility is assessed by our intake team or lawyer. WLSQ will provide alternative service or referral options to clients who cannot be assisted by WLSQ due to capacity, eligibility or if we are otherwise unable to assist.

Specialist programs in addition to the practice areas listed above include:

Domestic Violence Units and Casework: Specialist teams that provide ongoing legal assistance and representation in family law and domestic violence matters to women with complex needs who are experiencing high risk domestic and family violence.

Divorce Clinic: Assistance for women to complete divorce paperwork. Available by internal referral only; must be without access to other legal assistance and be experiencing domestic and family violence.

Financial Abuse Prevention Unit: Supports women who are experiencing, or have experienced, domestic and family violence and need assistance with budgeting, debt relief, and/or financial hardship. To be eligible the client must be receiving legal assistance from WLSQ.

Social Work: Supports women who are experiencing, or have experienced domestic and family violence and need social work assistance to effectively engage in the legal process.

Outreach Services: Many women access WLSQ through outreach clinics or duty lawyer services including:

- a. Health Justice Partnerships: Legal advice provided to women in specific hospitals, health settings, and young mother's groups through partnerships with WLSQ.
- b. Rural Regional and Remote Outreach Program: Outreach and remote assistance for women in rural, regional, and remote communities supported by a dedicated team including a lawyer, social worker, financial counsellor, and community legal education officer.
- c. Outreach clinics: Services delivered at various locations including women's prisons, family relationship centres, and domestic violence services.
- d. Domestic Violence Duty Lawyer: Services available at the Magistrates Court at Caboolture, Ipswich, and Holland Park.

Eligibility Criteria

WLSQ can support women in Queensland or women who have a legal issue in Queensland.

As a community legal centre, we have limited capacity. We give priority to women who are disadvantaged or at risk. **This includes women who:**

- are experiencing domestic and family violence
- identify as Aboriginal or Torres Strait Islander
- are from a culturally or linguistically diverse background
- are living with a disability
- live in a rural, regional, or remote area
- are experiencing financial hardship (have an income of less than \$1,499 after tax per week).

Other reasons we may be unable to assist are if there may be a conflict of interest, if the client already has a lawyer engaged for that legal issue, or is seeking advice in one of the areas below. For further information see - [if WLSQ cannot assist](#).

WLSQ GENERALLY CANNOT ASSIST OR PROVIDE ADVICE ON:

- Appeals
- Out of time property settlement applications
- Complex court cases
- Property disputes that are not related to separation/a family law case, for example, property owned by family members
- Binding child support agreements
- Binding financial agreements (also known as “pre-nups”)
- Domestic violence or child protection cases outside of Queensland

- Tenancy law
- Employment law
- Wills and estates
- Guardianship and power of attorney
- Personal Injury

- Criminal law matters when the client has been charged with a serious criminal offence

Migration law matters where the client is seeking advice on:

- Applying for a partner visa with the perpetrator of violence
- Progressing a visa application with the perpetrator of violence
- Applying for Australian Citizenship
- Wanting the Department of Home Affairs or ART to progress an application faster

Accessibility, Language and Support

WLSQ can arrange interpreters for clients who speak languages other than English. Please indicate language or interpreter needs in the referral form.

Please let clients know that WLSQ must speak directly with them. Support people are generally not able to be present during legal advice appointments. This protects the client's legal professional privilege. For more information refer to our [factsheet](#).

WLSQ have offices in Brisbane City, Caboolture, Ipswich, Milton, and Southport and can offer in-person appointments at these locations, subject to availability and capacity.

Contacting WLSQ

The best way for clients to contact WLSQ directly is through:

- **Our Helpline:** 1800 957 957 or
- **Rural Regional and Remote Priority Helpline:** 1800 457 117.
- **Hours:** Monday to Friday, 9:00am – 4:30pm

Website: www.wlsq.org.au

Email: referrals@wlsq.org.au

Referral Process

1. Submit a Referral

Complete the [online form](#) or [PDF referral form](#) and email to referrals@wlsq.org.au.

Tips for completing the referral form:

- If a matter is urgent, support the client to call our helpline as soon as possible.
- Make sure the client:
 1. knows about and consents to the referral
 2. Is aware WLSQ will contact them from a private number
- Include the full names and dates of birth (or ages, if known) for the client and any other or related parties. These are people involved in the matter, such as the other parent, a grandparent, carer, family member, or another person who may be named in legal documents. This does not include government agencies such as Child Safety or the police.
- Include any safety concerns or contact needs, such as safe times to call or preferred contact methods.

2. What happens next?

Our intake team will:

- a. Review and triage the referral
- b. Contact the referrer if more information is needed.
- c. Aim to action referrals within 5 business days, depending on demand and capacity.
- d. If we cannot assist, provide information about other services who may be able to help.

Online Resources

- Online referral form: [Complete form](#)
- PDF referral form: [Download and print form](#)
- Information for Referrers and Providers: [Learn more](#)
- Resources Hub: [Learn more](#)
- Service Provider Map: [Download map](#)
- Support people factsheet: [Learn more](#)
- If WLSQ cannot assist: [Learn more](#)