



Volunteer Orientation Information

OUR SERVICE

We are an incorporated community organisation founded in 1992. We are a registered not for profit charity with the Australian Charities and Not-for-profits Commission. Our mission is to maximise access to professional legal advice and assistance on behalf of persons who would otherwise be unable to access such advice or assistance. Our vision is to help build a culturally safe, just, and inclusive society that values difference and diversity and that recognises and responds to the legal needs of people who are socially or economically disadvantaged. Our core activities are the provision and delivery of legal advice, legal tasks, casework, mediation, information, referrals, and community legal education.



Community Legal Centres Australia is the national peak body for the community legal sector in Australia.



Community Legal Centres Queensland

Community Legal Centres Queensland provides support and advocacy for 34 independent community legal centres operating across Queensland.

WHAT WE DO

Legal Advice

We provide free 30-minute legal consultations. These are by appointment only. We can assist with the following areas of law:

Family law

- Domestic and family violence
- Child support and parenting arrangements
- Child protection
- Divorce / Separation
- Property settlement

Civil Law

- Neighbourhood disputes
- Debt issues
- Consumer complaints
- Motor vehicle accidents – property damage

Criminal Law

- Criminal charges
- Driving and traffic offences
- Domestic Violence Order breaches

MEDIATION

We offer a facilitated co-mediation style of dispute resolution service. This means each mediation convened has two mediators appointed: one mediator for each party. These mediators do not represent either party but instead work together to help each party reach a solution to their legal problem. Whether parties attend on their own accord or by order of the Court, the mediators can assist the parties to work towards achieving an outcome agreeable to everyone. Our mediation service is available to assist clients in:



- Divorce
- Property settlements
- Parenting plans
- Neighbourhood disputes
- Debt issues



Bayside Community Legal Service acknowledges the traditional owners of the lands across Queensland, and in particular the Quandamooka peoples, the traditional owners of this land where our Bayside community is situated. We pay our respect to elders past, present and emerging.



OUR MANAGEMENT COMMITTEE

All our Management Committee are volunteers. The role of the Management Committee is to provide sound governance and effective leadership to the organisation by ensuring that the organisation has clear strategic direction and achievable plans in line with the service's purpose and values.

President

The President has special responsibility for providing leadership. This leadership role includes ensuring that the Management Committee is focused on the business of the organisation from a strategic perspective.

Vice President

The Vice President also has special responsibility for providing leadership. In the event of the President being unavailable, the Vice President will assume the responsibilities of the President.

Secretary

The Secretary ensures the organisation is compliant with its governance responsibilities.

Treasurer

The Treasurer has responsibility for the financial management of the organisation.

General Members

A General Member has general duties as decided by the Management Committee and can act as a spokesperson for the organisation.

OUR STAFF

Coordinator

The Coordinator is responsible for the day-to-day administrative operations of the service. The Coordinator develops, reviews, and implements administrative process for meeting the deliverables targets required by Service Agreements with Department of Justice and Attorney General or any other funding agreements or Grants.

Principal Lawyer

The principal lawyer has responsibility for the legal practice management of the service. They ensure compliance with all applicable legal practice laws, rules, guidelines, and contractual requirements. They develop and maintain legal practice policies, procedures, and systems to facilitate an efficient and effective legal practice. They are also responsible for all community legal education and outreach programmes.

Lawyer

The Lawyer works closely with the Principal Lawyer to ensure compliance with applicable legal practice laws, rules, and guidelines. They are primarily responsible for the provision of legal advice to our clients. They also work with our volunteer students to provide the students with exposure to real world legal advice to clients.



OUR VOLUNTEERS

Lawyers

The primary role of our volunteer solicitors is to provide legal advice to our clients. All our volunteer solicitors have a current Queensland issued practicing certificate. They may undertake task and/or casework for our service, but they should speak with our Principal Solicitor first.

Mediators

All our volunteer mediators are nationally accredited and/or Family Dispute Resolution Practitioners. The volunteer mediators keep our mediation service running so we can assist people in our community to come to agreements about their disputes with minimal time and expense.

Students

The primary role of student volunteers is to assist with the day-to-day running of the legal service and to provide support to our solicitors. We offer practical legal experience to law students wanting experience in the legal industry during their studies. Students may assist in the following ways:

- Contact clients, face-to-face and over the phone to ascertain how we can best assist them.
- Complete intakes forms for clients and for book them in to speak with a solicitor.
- Provide information to clients relevant to their legal issue.
- Make referrals to other services that may be able to assist clients if we cannot provide the services they need.
- Enter information into our databases.
- Assist with research.
- Assist with drafting documents.
- Observe legal advice provided by a solicitor.



Bayside Community Legal Service is supported by over 70 volunteers. We are the second smallest community legal service in Queensland. Without the support and commitment of our volunteers, we would not exist, and the Bayside community would not have a community legal service. We are so grateful for all our volunteers.

THANK YOU!