

Preparing for your appointment

Getting ready for your appointment

You have been allocated a 30-minute appointment with one of our experienced lawyers to help you with your legal issue. To make sure you get the help you need, please take some time to prepare, including by reading this fact sheet.

What do I need to do before my appointment?

1. Collect any important documents such as letters, emails, photographs, videos, court documents, your QP9 (if a criminal matter), agreements, or contracts, and email them to info@bcls.org.au.
2. Write down any questions you have for the lawyer. That way the lawyer can give you accurate and relevant advice.

I'm feeling worried and nervous about my appointment, can I have a support person with me?

BCLS understands that you may feel worried or nervous when discussing your legal issue. You can ask for a friend or family member to sit in on your appointment for emotional support and comfort. Please let us know before the appointment if you wish to do so. If the support person's presence becomes unhelpful for any reason, the lawyer may ask them to leave the appointment.

What happens during my appointment?

For phone appointments the lawyer may call from a private number or from 3162 3282. Ensure that you do not have "No caller ID" blocked during your appointment time.

During your appointment, your lawyer will begin by checking your details, the legal issue that you wish to discuss and if it is okay for one of our volunteer law students to sit in. Next, they will ask you to explain your legal issue.

If you are dealing with more than one issue, it is important to focus on the most important legal issue as we can only discuss one issue per appointment.

When you are explaining your situation, ensure that you remain calm and focus on the facts of the issue. We understand that these issues can be extremely emotional, but it is important to focus on the key facts. This will help your lawyer provide you with the correct advice.

Your lawyer will ask you questions as they may require more information. For example, they may need to confirm dates and what court orders you have. This is why it is important that you have all of these ready for your appointment.

Towards the end of the appointment the lawyer will provide you with legal advice on how to move forward. Make sure you take notes for your own records. The lawyer may also provide you with non-legal solutions to the problem.

What happens after the appointment?

Once your appointment is completed your lawyer will email you a list of any referrals to other lawyers or agencies that may be able to assist you.

BCLS does not complete case work or assist with document preparation, so if this is required we will refer you to the appropriate services.

We offer **one-off appointments only** so if you require a follow up, this request will be reviewed by our principal solicitor who will get back to you to whether this is possible.

www.bcls.org.au

info@bcls.org.au

07 3162 3282

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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