

## ***New PLS resources now available***

PLS has recently published a range of new factsheets and information kits. The topics covered by these resources are listed below.

### **Prison issues**

- ☐ Accessing personal information
- ☐ Breaches of discipline
- ☐ Complaints about QCS
- ☐ Dangerous prisoner (sexual offenders) act
- ☐ Health care in prison
- ☐ Human rights and discrimination
- ☐ Leave of absence
- ☐ Mail in prison
- ☐ Personal injury and compensation
- ☐ Safety orders
- ☐ Security classifications
- ☐ Use of force

### **Parole**

- ☐ Applying for parole
- ☐ Parole delays
- ☐ *Parole conditions: Information Kit*
- ☐ Parole suspensions and cancellations
- ☐ Federal parole
- ☐ Exceptional circumstances parole

### **Immigration**

- ☐ Visa cancellation in prison flowchart
- ☐ Visa Cancellation - s 116(1)(e)
- ☐ Visa Cancellation - s 501(2)
- ☐ *Mandatory visa cancellation - s501(3A) Information Kit*

### **Judicial review**

- ☐ Judicial review (general)
- ☐ Avoiding costs in judicial review proceedings
- ☐ *Judicial review for delayed parole application decisions: Information Kit*
- ☐ *Failure to respond to a request for reasons: Information Kit*
- ☐ *Judicial review: Information Kit (general)*

### **How to get them**

You can request copies of any of these resources by ticking which ones you would like and sending back this completed form to PLS at:

GPO Box 257  
Brisbane Qld 4001

You can ask for a blue envelope from prison staff to send this request to PLS for free.

Folders containing copies of the prison issues and immigration resources have been posted to all General Managers to place in prison libraries. Folders containing the parole and judicial review resources will be posted by the end of March 2022.

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This broadsheet is intended to provide legal information only and is no substitute for legal advice. If you wish to take any action arising from matters raised in this publication you should consult a lawyer immediately.

## ***Are you unhappy with a legal service you have received?***

People in prison face many legal processes and often need legal assistance. If someone is giving you legal advice or assistance which you are unhappy with, you can make a complaint.

You should try to first speak to the person or the organisation they work for directly to try and fix the issue. If you are unhappy with their response, or are unable to get in contact with them, you can lodge a complaint with the Legal Services Commission.

Lodging a complaint with the Legal Services Commission is free.

### **Legal Services Commission**

The Legal Services Commission are an independent body that receives and deals with complaints about anyone who is offering a legal service, even if they are not a lawyer.

When a complaint is received the Commission will assess it and may take further action to investigate the complaint.

Conduct complaints are about either:

- ‘unsatisfactory professional conduct’, which includes:
  - poor service
  - failure to comply with an agreement
  - failure to follow instructions (e.g. due to poor communication)
  - threatening, abusive or offensive language
- or ‘professional misconduct’, which includes:
  - gross overcharging
  - acting when there is a conflict of interest
  - acting contrary to instructions
  - misleading or dishonest conduct whether inside or outside court

### **How to Make a Complaint to the Legal Services Commission**

To make a complaint, you can either complete the Commission’s complaint form (which PLS can post to you) or write to the Commission directly.

If you write to the Commission to make a complaint, you need to include the following information:

- Your full name and contact details
- Details of the person or organisation that provided you the legal service
- A detailed explanation about what happened, or why you are unhappy with the service
- Any evidence about the service you were meant to receive

Provide as much detail as you can. This will help the commission to assess your complaint.

You can send your complaint to:

Legal Services Commission  
PO Box 10310  
Brisbane Adelaide Street Qld 4000

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