

## **QAI – JUSTICE SUPPORT PROGRAM**

### **Guidelines for assistance**

The Justice Support Program (**JSP**) is a Queensland Advocacy Incorporated (**QAI**) initiative designed to respond to the needs of individuals with a disability in the criminal justice and related systems. Currently JSP is comprised of two part-time non-legal advocates whose roles are to marshal legal and community services to support the person at risk.

The focus of JSP is to provide the best possible opportunity for a person with a disability to remain in the community and to prevent any further entrenchment into the criminal justice system.

The Advocate is committed to people with disability in Queensland and to promote, protect and defend QAI values and beliefs when conducting any activities or actions related to the role.

#### **Who will be assisted?**

- JSP advocates for people with a disability - mental illness, intellectual disability, cognitive impairment, acquired brain injury or physical disability;
- who have been or are at risk of becoming involved with the Queensland criminal justice system; and
- the person's disability is a contributing factor to their involvement with the criminal justice system.

#### **What type of assistance will be provided?**

JSP staff are non-legal advocates. Examples of the advocacy support provided by JSP are:

- refer to an appropriate legal service for advice or representation and support the individual to make full use of the services provided;
- try to resolve the issue, particularly if the person has not been charged;
- advocate with service systems to acquire appropriate and responsive community supports for the individual, for example, personal assistance, counselling, etc.;
- help the individual to understand and comply with Court directions – for example, bail, curfew, appearance dates, appointments etc..

### **When will assistance be provided?**

JSP has limited resources. The assistance provided by the service must therefore be carefully monitored.

Whether an individual is provided with assistance and to what extent, is at the discretion of JSP, taking into account all relevant circumstances, including but not limited to:

- Priority is given to people who are most vulnerable at the time of contacting JSP;
- If the individual lives outside of Brisbane, whether he or she can be appropriately assisted remotely or in conjunction with a local service;
- The resources, knowledge and expertise required of the matter, having regard to the service's available resources, knowledge and expertise;
- The consequences of not providing the individual with assistance;
- Whether the matter raises an issue of public importance or creates an opportunity for systemic change;
- Whether the individual has the relevant skills, training, abilities and personal resources to advocate for themselves in the matter.

In addition JSP reserves the right to refuse assistance where:

- The individual is not a person who will be assisted in accordance with these guidelines;
- The matter gives rise to a conflict of interest;
- The matter is so urgent that JSP cannot effectively provide appropriate support;
- JSP does not have the capacity or resources to take on the matter;
- Another more appropriate organisation can provide assistance to the individual.

### **Who provides the Assistance?**

JSP clients may be assisted by QAI staff or supervised volunteers, and with their permission, may be referred to external agencies such as Legal Aid Queensland.

### **How do I get help?**

Please contact us on 3844 4200. You will be required to provide certain personal details which are necessary for JSP to deliver its services. All personal information is treated as strictly confidential

### **Contact**

Any questions about these guidelines or the service can be directed to:-

JSP Advocate  
Queensland Advocacy Incorporated  
Address: Level 2, 43 Peel Street SOUTH BRISBANE Q 4101  
Phone: 0414 241 865  
(07) 3844 4200  
Email: [jsp@qai.org.au](mailto:jsp@qai.org.au)

Any complaints about the service can be directed to :-

The Director  
Queensland Advocacy Incorporated  
Address: Level 2, 43 Peel Street SOUTH BRISBANE Q 4101  
Email: [qai@qai.org.au](mailto:qai@qai.org.au)