



## Your Rights and Responsibility

### Contact Points

#### Complaints Against Government

Administrative Appeals Tribunal

<http://www.aat.gov.au>

Australian Commission for Law Enforcement Integrity

<http://www.aclei.gov.au>

Australian Federal Police

<http://www.afp.gov.au>

Commissioner of Police

<http://www.police.qld.gov.au>

Commonwealth Ombudsman

<http://www.ombudsman.gov.au/>

Crime and Corruption Commission

<http://www.ccc.qld.gov.au>

Parliamentary Crime and Corruption Committee

<http://www.parliament.qld.gov.au>

Queensland Civil and Administrative Tribunal

<http://www.qcat.qld.gov.au>

Queensland Ombudsman

<http://www.ombudsman.qld.gov.au>

## Complaints Against Professionals

### Accountants

Institute of Public Accountants

[www.publicaccountants.org.au](http://www.publicaccountants.org.au)

Institute of Chartered Accountants in Australia

[www.charteredaccountants.com.au](http://www.charteredaccountants.com.au)

Certified Practising Accountants Australia

[www.cpaustralia.com.au](http://www.cpaustralia.com.au)

### Architects

Royal Australian Institute of Architects

[www.architecture.com.au](http://www.architecture.com.au)

Board of Architects of Queensland

[www.boaq.qld.gov.au](http://www.boaq.qld.gov.au)

### Auctioneers

Office of Fair Trading

<https://www.qld.gov.au/law/fair-trading/>

### Debt Collectors and Process Servers

Australian Competition & Consumer Commission

<https://www.accc.gov.au/>

### Engineers

Engineers Australia

[www.engineersaustralia.org.au](http://www.engineersaustralia.org.au)

Board of Professional Engineers of Queensland

[www.bpeq.qld.gov.au](http://www.bpeq.qld.gov.au)

### Health Professionals

Office of the Health Ombudsman

[www.oho.qld.gov.au](http://www.oho.qld.gov.au)

Australian Health Practitioner Regulation Agency

National Boards

<http://www.ahpra.gov.au/national-boards.aspx>

Australian Medical Association of Queensland

<http://www.amaq.com.au>

Health Quality and Complaints Commission

<http://www.hqcc.qld.gov.au>

Queensland Civil and Administrative Tribunal

<http://www.qcat.qld.gov.au>

## Lawyers

Queensland Law Society  
[www.qls.com.au](http://www.qls.com.au)

Legal Services Commission  
[www.lsc.qld.gov.au](http://www.lsc.qld.gov.au)

## Motor Dealers

Motor Trades Association of Queensland  
<http://www.mtaq.com.au>

Office of Fair Trading  
<https://www.qld.gov.au/law/fair-trading/>

## Real estate agents and Residential Letting Agents

Real Estate Institute of Queensland  
<http://www.reiq.com>

Office of Fair Trading  
<https://www.qld.gov.au/law/fair-trading/>

## Surveyors

Surveyors Board of Queensland  
[www.s bq.com.au](http://www.s bq.com.au)

## Tax Practitioners

Tax Practitioners Board  
[www.tpb.gov.au](http://www.tpb.gov.au)

## Veterinarians

Australian Veterinary Association  
[www.ava.com.au](http://www.ava.com.au)

Veterinary Surgeons Board of Queensland  
[www.vsb.qld.gov.au](http://www.vsb.qld.gov.au)

## Other Professionals

The Complaint Line website (<http://www.complaintline.com.au/>) has information about how to make complaints and has contact information and codes of conduct for over 120 different professions

## Copy Rights and Moral Rights

Arts Law Centre of Australia  
<https://www.artslaw.com.au/>

Attorney-General's Department  
<https://www.ag.gov.au/Pages/default.aspx>

Australian Copyright Council

<http://www.copyright.org.au/>

Australian Mechanical Copyright Owners' Society Ltd (AMCOS)

<http://apraamcos.com.au/>

Australasian Performing Rights Association (APRA)

<http://apraamcos.com.au/>

Copyright Agency Ltd

<http://copyright.com.au/>

Screenrights

<https://www.screenrights.org/>

## Defamation

Arts Law Centre of Australia

<http://www.artslaw.com.au>

Caxton Legal Centre

<http://www.caxton.org.au>

National Children's & Youth Law Centre

<http://www.ncylc.org.au>

## Right to Information and Freedom of Information

Commonwealth Attorney-General's Department

Freedom of Information

<https://www.ag.gov.au/rightsandprotections/foi/pages/default.aspx>

Office of the Australian Information Commissioner

<https://www.oaic.gov.au/>

Office of the Commonwealth Ombudsman

[www.ombudsman.gov.au/](http://www.ombudsman.gov.au/)

Office of the Information Commissioner—Queensland

<https://www.oaic.qld.gov.au/>

Queensland Department of Justice and Attorney-General

Right to Information and Privacy Unit

[www.justice.qld.gov.au/corporate/right-to-information-and-privacy](http://www.justice.qld.gov.au/corporate/right-to-information-and-privacy)

Queensland Government—Right to Information

<http://www.rti.qld.gov.au/>

Queensland Ombudsman

[www.ombudsman.qld.gov.au/](http://www.ombudsman.qld.gov.au/)

## Immigration

The following agencies provide free information about immigration matters. Keep in mind that until dual regulation of solicitors is abolished, only registered migration agents are allowed to provide immigration advice. Some of the agencies may not be allowed to give advice (such as the Department

of Immigration and Border Protection) or may have a policy of not advising potential applicants and limit themselves to only providing information.

Administrative Appeals Tribunal

<http://www.aat.gov.au/migration-and-refugee-division/mrd-resources/guide-to-refugee-law>

Department of Immigration and Border Protection

[www.immi.gov.au](http://www.immi.gov.au)

Queensland Law Society

<http://www.qls.com.au/Home>

Refugee and Immigration Legal Service

<http://www.rails.org.au>

Salvos Legal

<http://www.salvoslegal.com.au>

St Vincent de Paul Migration Advice Service

[www.tcls.org.au](http://www.tcls.org.au)

# Legal Notices

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