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This manual should not be used as a detailed specification of Grants Online.

Legal Aid Queensland may make changes to this manual from time to time. Example data provided in this manual is fictional and any resemblance to any person is coincidental.

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Introduction

Welcome to Grants Online and Elodgement

Grants Online is a website for Legal Aid Queensland that includes:

1. elodgement facilities
2. policies and standards
3. information resources
4. publications
5. technical support.

Elodgement is the system used to electronically lodge and process applications for legal aid, extensions of aid and invoices.

Purpose of this manual

This manual instructs you how to:

- submit applications for legal aid
- submit requests for extensions of legal aid
- submit claims for payment (proforma invoicing)
- submit duty lawyer session reports
- search/find an electronic file use the mail notification box
- manage, change and update your passwords and
- manage administration.

You should read this manual before using the elodgement facilities in Grants Online.

Where to get help

For technical help, call the Legal Aid Queensland IT Helpdesk on (07) 3238 3333 or email helpdesk@legalaid.qld.gov.au

If you need extra support, please contact your grants officer.

Technical requirements for using electronic lodgement

Minimum system requirements

The Preferred Supplier Agreement states:

“The preferred supplier must establish at its own expense, such facilities as are reasonably required by Legal Aid Queensland to enable the electronic lodgement of applications for aid and accounts relating to legal aid work performed and, as far as practicable, to electronically communicate with Legal Aid Queensland in relation to all referrals, requests and information. The preferred supplier must ensure that the preferred supplier’s staff are adequately trained to use such facilities.”

Legal Aid Queensland does not support Apple Macintosh systems, Netscape Navigator, Google Chrome and non-Internet Explorer browsers, printers, modems etc.

We recommend you protect your computer systems with adequate virus protection software and the latest security updates. Legal Aid Queensland will not resend emails if they are lost as a result of a virus, or your email account is not functioning, or it is over its quota or size limit.

Adobe Acrobat and Microsoft Word

Legal Aid Queensland publishes documents in Adobe Portable Document Format (PDF) or Microsoft Word. To display and print PDF files you will need Adobe Acrobat Reader, which you can download for free from Adobe's website www.adobe.com/products/acrobat/readstep2.html

Using email

All communications with Legal Aid Queensland should be sent via email, where possible.

Email should be treated as official business communication. Emails should contain:

- the Legal Aid Queensland file reference
- the firm reference
- the client's full name
- request or query details.

We suggest you use the email package provided with the standard operating environment as described under 'Minimum system requirements'.

Free email software available via the internet sometimes has restrictions on the size of individual emails and the size of the entire email box. This means if you choose a free email facility, you must regularly maintain it to keep the size at a reasonable level. It also may result in emails bouncing back to the original sender.

Legal Aid Queensland emails include client decisions, so it is important you manage your email account appropriately and ensure it can receive regular email communication. We will monitor email communication with you, but will not be responsible for email not received if your email account is too small. You must let Legal Aid Queensland know as soon as possible if you change your email address. We are not responsible for emails sent to an incorrect email address if you have not provided a current address.

Legal Aid Queensland's IT helpdesk will provide each firm with a generic email address, which should be used when communicating with Legal Aid Queensland.

You should not email Legal Aid Queensland staff directly.

Information security

Legal Aid Queensland has made every effort to ensure the security and privacy of information maintained when using electronic lodgement. We will give you a username and password to access Grants Online. Please keep these secure at all times.

All data is transmitted across the internet in an encrypted form. The risks associated with electronically lodging applications with Legal Aid Queensland are small as you will not be downloading any material that could infect your computer with a virus.

Legal Aid Queensland recommends you use standard internet risk minimisation strategies:

- Virus checking all files downloaded from the internet.
- Set up your internet PC to stand-alone rather than connecting it to your network. If you do connect your PC to the network, you should take extra precautions and consult an IT specialist.
- Back-up your data.

We are not responsible for any data lost once the firm receives our email.

Grants Online terms of use

Grants Online terms Of use are listed on the website. Legal Aid Queensland may change the terms of use at any time and without notice.

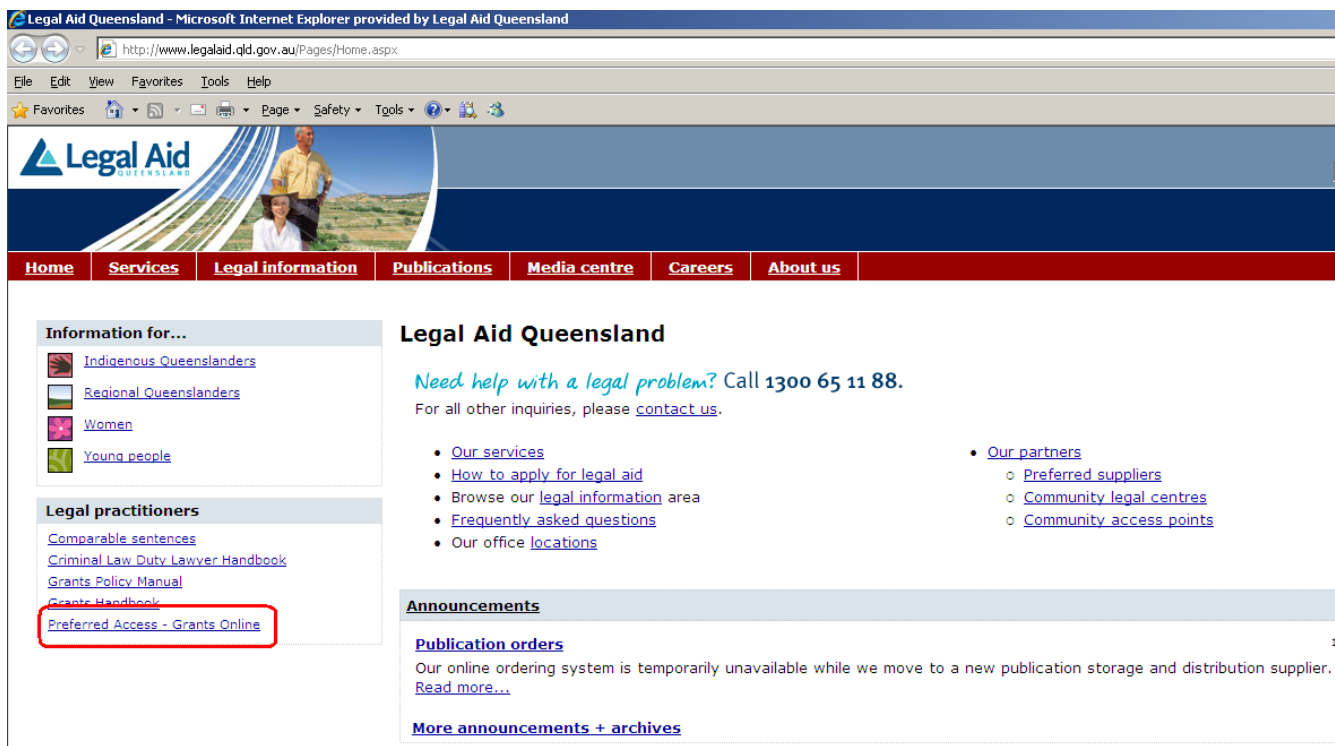
Getting started

Legal Aid Queensland homepage

To find the Legal Aid Queensland homepage on the internet, enter www.legalaid.qld.gov.au in the URL address field of your web browser.

Grants Online

Select the **Preferred Access – Grants Online** link on the Legal Aid Queensland website to enter the Grants Online website.



Grants Online password

Grants Online is a password secure website and you will be prompted to enter your username and password.

The system will prompt you to change your password every 30 days.

Grants Online allows each person in a firm to have their own unique username and password. When a firm is first set up with access to Grants Online, the Legal Aid Queensland IT Helpdesk provides an initial username and password. This is known as the administrator password. From this logon, firms can create extra usernames and passwords for their staff and practitioners.

For more information on how to set up extra passwords, see the 'Administrator' section.

Forgotten your password

If you forget your Grants Online password, you can request a new password without contacting Legal Aid Queensland. Select the *Forgot Password?* link on the login page under the password fields.

The following page will appear. Enter your username and firm email address.



The system will then:

- allow access to Grants Online (if disabled)
- re-set the password and when you next log in, request you to change the password
- send an email providing the new password; this will take a couple of minutes
- let you know an email has been sent with new password details.

If you are inactive, or if you enter incorrect information during the process, the system will display an error message and ask you to contact the Legal Aid Queensland IT Helpdesk.

Changing your password

You can change your password at any time.

- Select *Change password*.
- Complete the *Current password* field.
- Complete the *New password* field.

Note: Passwords must be a minimum of six characters and must contain at least one number (eg pac1f1k instead of pacific). You cannot reuse passwords from the past 12 months.

- Complete the *Confirm new password* field.
- Select *Change password*.

Change Password

Enter Password Details

Old Password	<input type="password"/>
New Password	<input type="password"/>
Confirm New Password	<input type="password"/>
<input type="button" value="Change Password"/>	

Login confirmation

When you have logged in successfully a confirmation screen will appear.

Practitioner Login Confirmation

Practitioner Name:	LIONEL HUTZ
Firm ID:	11295
Firm Name:	SPRINGFIELD SOLICITORS
Firm Email Address:	lhutz@notmail.com

Are the above details for the logged in practitioner correct?

Please check the above information is correct. The above email address is where Legal Aid Queensland will send all emails to your firm. If your firm has changed email address, please contact LAQ Helpdesk and notify them of the new email address.

© 2004 Legal Aid Queensland | Contact LAQ | Terms of Use

Check the firm id number and firm name are correct. If this information is not correct, please contact Legal Aid Queensland as soon as possible.

If the information is correct, select Yes. The Grants Online homepage will then appear.



Important note: As a security measure, Grants Online will time out your access and display the *Access denied* message after 60 minutes of inactivity. Select *Login* to log back into Grants Online. When processing a request (ie an application, extension, or invoice) we recommend saving or submitting it within 60 minutes, otherwise your access will be timed out and you will need to log back in and re-enter the data.

Grants OnLine

[Log In](#)

Access Denied

Authorisation of your PC has failed.

If you have not accessed a new page in the last 60 minutes, your session may have timed out and you will need to login again.

Error -

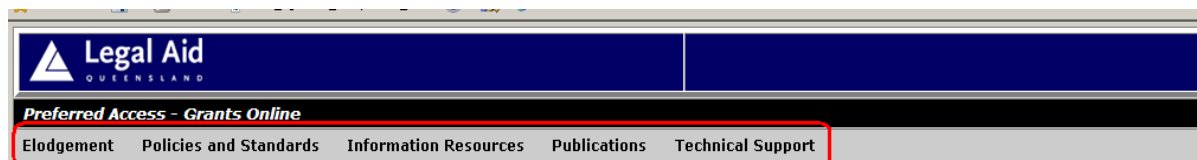
[Click here to login](#)

Electronic Lodgement 4.3.2
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Grants Online contents

The contents menu is at the top of the site. When you select items in the *Elodgement* menu, these will be displayed in the Grants Online window. When you select items from the other menus (Policies and standards etc), these will be displayed in a new window. In these cases, the Grants Online window will remain open in the background.

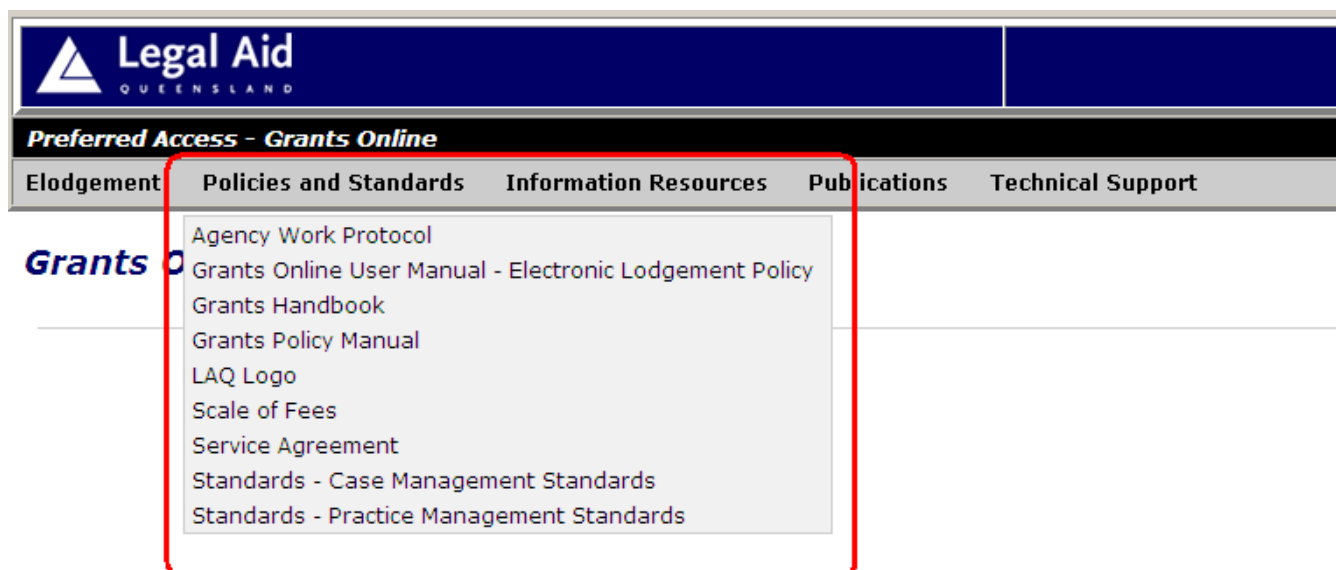


Grants Online

"...a leader



Behind each menu item is a drop list of options.



What's new

The *What's new* page is a notice board where Legal Aid Queensland posts news items. You should check this page regularly to ensure you receive the latest information from Legal Aid Queensland.

Creating applications

You can submit legal aid applications through Grants Online.

The electronic legal aid application form looks slightly different to the paper form. The electronic form appears one page at a time on the computer screen. The parts of the form that are irrelevant to the client's application will not appear on the screen.

When completing a new application for legal aid, you can:

1. submit the application straight away or
2. save the part-completed application and submit it at a later time; this is useful if you are waiting for extra information from your client.

Questions

The number of questions you will answer depends on the type of matter for which you are applying.

The Elodgement system will guide you through the application form and display error messages if any mandatory information is missing or inappropriate.

Date fields

When entering dates, you must enter the complete date ie the day, month and year. The system does not recognise partial dates.

Means test

Where possible, the Elodgement system will use information entered in the *Income and assets* section to automatically calculate the means test. The result of this calculation will appear in the *Means test outcome* page. In cases where no outcome is provided, a grants officer will manually assess the means test portion of the application.

Postcodes

You can enter the suburb and postcode or use the search tool to find them.

1. Enter the *suburb or town* and select the *Search* icon. If there is more than one match they will all be displayed.

www.legalaid.qld.gov.au

Address details

Home address*

Address*

STREET ADDRESS

Suburb / Town*

BRISBANE

Postcode*



2. Select the relevant post code from the list.

LA Office - Production - Microsoft Internet Explorer provided

File Edit View Favorites Tools Help

New - Find Postcode

Matching Postcodes

Suburb	Postcode	State
BRISBANE	4000	QLD
BRISBANE AIRPORT	4007	QLD
BRISBANE ALBERT ST	4002	QLD
BRISBANE CITY	4000	QLD
BRISBANE EAST CITY	4002	QLD
BRISBANE EXHIBITION	4006	QLD
BRISBANE GEORGE STRE	4003	QLD
BRISBANE GPO	4000	QLD
BRISBANE GPO PRIVATE	4001	QLD
BRISBANE MARKET	4106	QLD
BRISBANE MYER CENTRE	4002	QLD
BRISBANE PARLIAMENT	4000	QLD
BRISBANE ROMA STREET	4003	QLD
BRISBANE SOUTH	4101	QLD
BRISBANE STREET PO	6000	WA
BRISBANEFIELD	2321	NSW

[\[Close\]](#)

Navigating the form

You can navigate the sections of the application form two ways:

1. Select *Previous* or *Next* at the bottom of the page to move to other sections.
2. Select one of the tabs at the top of the page to move directly to any section of the application.

The second option allows you to move around the application form without following the steps in order.

Note: The form is interactive and provides different questions depending on the information you provide. So if you change answers, such as the matter and hearing type, you may have to answer other questions again. The red cross on each tab indicates you have not completed the mandatory fields on that page. A tick indicates you have completed the step.

Lodging a new electronic application

1. Select *New application* from the Elodgment menu. A pick list showing the different application types will appear.



Select the relevant application type.

2. Complete the electronic application form.

- The form appears one page at a time on the computer screen. The number and nature of questions provided depends on the type of matter for which you are applying. The Elodgement system will guide you through the application form and display error messages if any mandatory information is missing or inappropriate.

3. In the application form, select the relevant *Information Request/Checklist* if it is needed.

4. When the form is completed and you are ready to submit it to Legal Aid Queensland, select *Submit*.

- You cannot change the application after you have submitted it. If you want to change information in the application you need to contact your grants officer.

5. A confirmation screen will appear with the Request ID number. From this page you can:

- Record the Request ID on the client's file so you can trace the application until it is processed by your grants officer at Legal Aid Queensland
- view the completed application
- print the completed application
- return to the home page.

New Application Submitted

The request Id is **231**

Please note this for your records.

Click [here](#) to view the completed application.

Click [here](#) to print the completed application.

Click [here](#) to return to the home page.

Electronic Lodgement 4.3.2
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How to select and submit criminal law charges when applying for aid

1. In the **New - Criminal Law Section** of the electronic application form you will be required to enter the charges. The following screen will appear.

Preferred Access - Grants Online

Elodgement Policies and Standards Information Resources Publications Technical Support

New - Criminal Law Section

☒ Client ☒ Financial ☒ Application Type

<-- Previous Page

Save Draft

Next Page -->

On the last page of the application form there is a free text area where you can list any extra details

Counts and Charges

What are the counts and charges?

Date Charged	No. of Charges	Act	Charge	Criminal Section Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

If the charge is not available from the above, enter the details here

2. In the **Counts and Charges** section, enter the **Date Charged**.

Counts and Charges

What are the counts and charges?

Date Charged	No. of Charges	Act	Charge	Criminal Section Code
12/06/2013	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

3. Enter the number of charges in the **No. of Charges** field.



For example, if a client has been charged with 3 counts of stealing, the number of charges you would enter is 3.

Counts and Charges

What are the counts and charges?

Date Charged	No. of Charges	Act	Charge	Criminal Section Code
12/06/2013	3			

- Select the legislative Act that the client has been charged under into the **Act** field. To populate the **Act** field, open the drop down list and select the relevant Act. The Acts are listed in alphabetical order.

What are the counts and charges?


Date Charged	No. of Charges	Act	Charge	Criminal Section Code
12/06/2013	3			

If the charge is not available from the list, click here

Who made the complaint(s) against the client?
child, partner, victim of crime - do not include police or the Department of Child Safety


Are you involved in any other legal matters? (eg child protection, criminal justice, family law, etc)

Give details

- Search for the relevant charge by selecting the “look up”  icon next to the **Charge** field. On selection of the look up icon the **New – Find Charge** screen will open in a new window.

LA Office - Production -- Webpage Dialog

New - Find Charge



Matching Charges


[\(REPEALED\) INDECENT TREATMENT OF A BOY UNDER 12 \(S210\)](#)
[\(REPEALED\) INDECENT TREATMENT OF A BOY UNDER 14 \(S210\)](#)
[\(REPEALED\) INDECENT TREATMENT OF A BOY UNDER 17 \(S210\)](#)
[\(REPEALED\) INDECENT TREATMENT OF A GIRL UNDER 14 \(S216\)](#)
[\(REPEALED\) INDECENT TREATMENT OF A GIRL UNDER 16 \(S216\)](#)
[\(REPEALED\) SEXUAL ASSAULT \(S337\)](#)
[ABDUCTING A CHILD UNDER 16 \(S363A\(1\)\)](#)
[ABUSE OF PUBLIC OFFICE \(S92\(1\)\)](#)
[ABUSE OF PUBLIC OFFICE FOR GAIN \(S92\(2\)\)](#)
[ACCESSORY AFTER THE FACT TO MURDER \(S307\)](#)
[ACCESSORY AFTER THE FACT TO WOUNDING \(S323 & 544\)](#)
[ADMINISTERING EXTRA-JUDICIAL OATHS \(S95\)](#)
[ADMINISTERING POISON WITH INTENT TO HARM \(S322\(b\)\)](#)
[ADMINISTERING POISON WITH INTENT TO HARM, WHICH ENDANGERS LIFE OR DOES GRIEVOUS BODILY HARM \(S322\(a\)\)](#)
[AFFRAY \(S72\)](#)
[AIDING PERSONS TO ESCAPE FROM LAWFUL CUSTODY \(S141\)](#)

https://telo.legalaid.qld.gov.au/GrantsOnline/form/qld/find_charge.aspx?act=CCC&cc_section= Local intranet

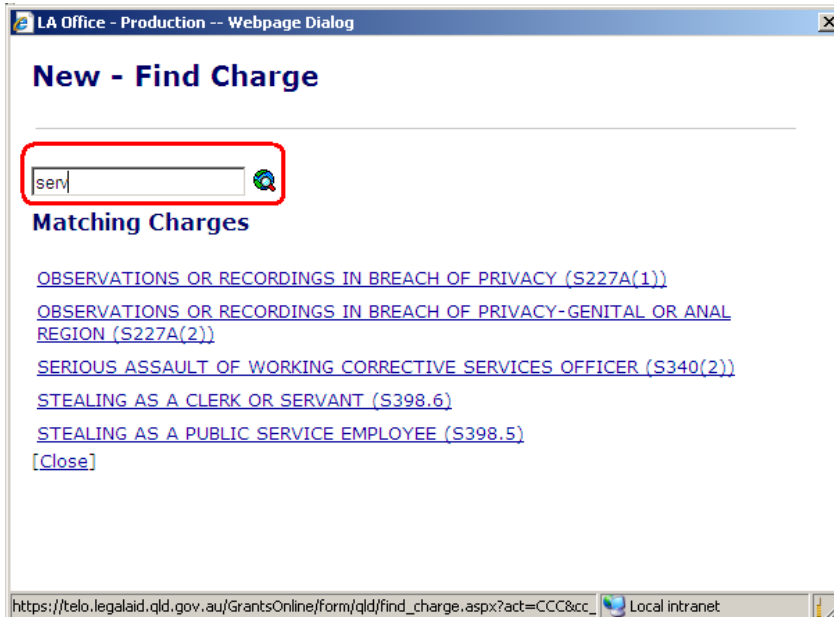


The New – Find Charge window will display a list of all charges (in alphabetical order) relevant to the specific legislation selected.

For example, only offences that specifically relate to the Criminal Code (Qld) will be displayed if you selected Criminal Code (Qld).

If you do not know the specific legislation the client has been charged under, you can leave the “Act field”  blank. This will result in all charges in the database being displayed.

6. Search for the charge – enter free text into the search field.



LA Office - Production -- Webpage Dialog

New - Find Charge

serv

Matching Charges

- [OBSERVATIONS OR RECORDINGS IN BREACH OF PRIVACY \(S227A\(1\)\)](#)
- [OBSERVATIONS OR RECORDINGS IN BREACH OF PRIVACY-GENITAL OR ANAL REGION \(S227A\(2\)\)](#)
- [SERIOUS ASSAULT OF WORKING CORRECTIVE SERVICES OFFICER \(S340\(2\)\)](#)
- [STEALING AS A CLERK OR SERVANT \(S398.6\)](#)
- [STEALING AS A PUBLIC SERVICE EMPLOYEE \(S398.5\)](#)

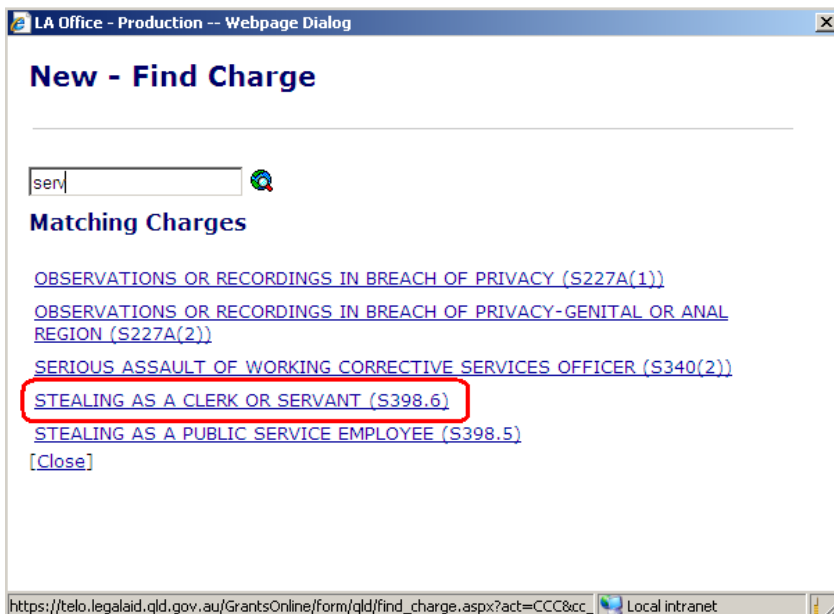
[\[Close\]](#)

https://telo.legalaid.qld.gov.au/GrantsOnline/form/qld/find_charge.aspx?act=CCC&cc_ Local intranet



As you type the charge (or part there of) the available results will change and display a reduced list.

7. Select the relevant charge from the list.



LA Office - Production -- Webpage Dialog

New - Find Charge

serv

Matching Charges

- [OBSERVATIONS OR RECORDINGS IN BREACH OF PRIVACY \(S227A\(1\)\)](#)
- [OBSERVATIONS OR RECORDINGS IN BREACH OF PRIVACY-GENITAL OR ANAL REGION \(S227A\(2\)\)](#)
- [SERIOUS ASSAULT OF WORKING CORRECTIVE SERVICES OFFICER \(S340\(2\)\)](#)
- [STEALING AS A CLERK OR SERVANT \(S398.6\)](#)
- [STEALING AS A PUBLIC SERVICE EMPLOYEE \(S398.5\)](#)

[\[Close\]](#)

https://telo.legalaid.qld.gov.au/GrantsOnline/form/qld/find_charge.aspx?act=CCC&cc_ Local intranet

8. After you select the charge, the Criminal Code Section field will populate automatically.

What are the counts and charges?

Date Charged	No. of Charges	Act	Charge	Criminal Section Code
12/06/2013	3	CRIMINAL CODE (QLD)	STEALING AS A CLERK OR SERVANT (S398.6)	398.6

9. Repeat steps 2 – 9 to add more charges.

10. If you cannot find the relevant charge in the list you can enter free text into the free text field below the **Counts and Charges** grid.

What are the counts and charges?

Date Charged	No. of Charges	Act	Charge	Criminal Section Code
		CHARGE N/A, NOT FOUN	CHARGE NOT LISTED (NOTE THIS WILL NOT BE USED ON TH	NA

If the charge is not available from the above, enter the details here

Enter free text here



Entering free text will automatically populate the charge grid "**Charge not found**" information.

What are the counts and charges?

Date Charged	No. of Charges	Act	Charge	Criminal Section Code
		CHARGE N/A, NOT FOUN	CHARGE NOT LISTED (NOTE THIS WILL NOT BE USED ON TH	NA

11. Continue completing the rest of the online application form.

Save facilities

Grants Online allows you to save the following items before lodging them:

- electronic applications
- extension requests
- proforma invoices.

You do not need to complete mandatory fields before saving your request. However, you must complete all mandatory fields before lodging the request.

How to save a request?

1. Select the application, extension request or invoice that you want to lodge.
2. Complete as many of the fields on the screen as possible.
3. When you get to the point where you want to save the data select “**Save Draft**”.



“**Save Draft**” is located at the Top and Bottom of all screens.

Request Id is 733537

Client

Save Draft

Next Page -->

On the last page of the application form there is a

Personal details

4. A message will appear that provides to you the **Request ID** number and indicates the request will be kept / saved for 30 days only. Select **OK**



If you have not lodged the request within **30 days** the system will delete it.



Please record the Request ID number as you will need this number to retrieve the request at a later time.

5. At the bottom of the screen the remaining mandatory fields that are required prior to lodgement / submit are listed in **red**.

Save Draft

Next Page -->

On the last page of the application form there is a fr

Missing Mandatory Fields:

Marital Status
Country of Birth
Aboriginal
Address
Suburb
Postcode

6. Select **next page** if you wish to continue to complete the remaining screens.

Save Draft

Next Page -->

On the last page of the application form there is a fre

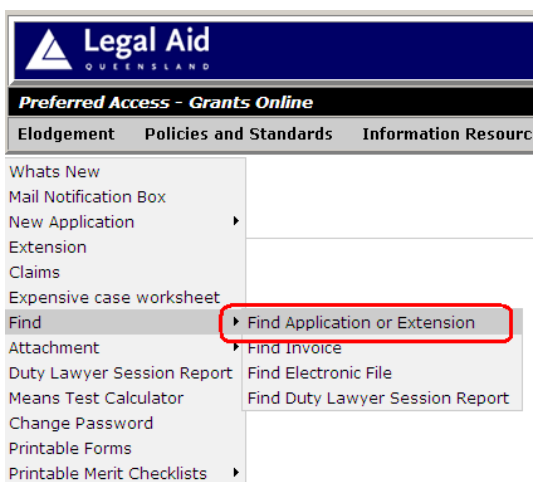
7. At any time you can exit the saved request screen by selecting “**Home**” from the main menu.



Saved requests are not submitted or lodged to Legal Aid Queensland. In order for the request to be assessed and processed by a Grants Officer it must be submitted.

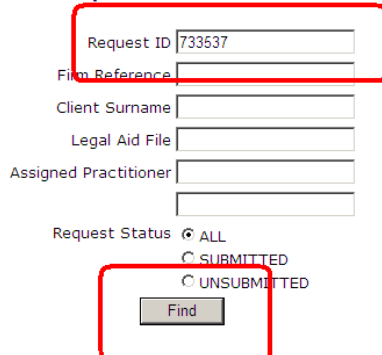
How to retrieve a saved request for lodgement?

1. From the Main menu - Select “**Find**” Application or Extension”.



2. Enter the Request ID and select “**Find**”.

Find Request



Request ID

Firm Reference

Client Surname

Legal Aid File

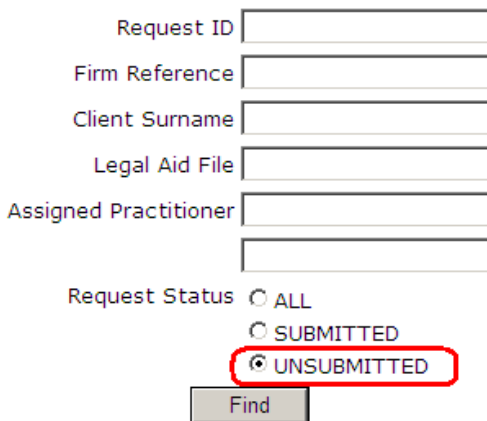
Assigned Practitioner

Request Status ☒ ALL
☐ SUBMITTED
☐ UNSUBMITTED

3. The draft application will appear for you to complete and submit.
4. Another way to find a saved application or extension request is from the “**Find Request Screen**”. Selecting “**Unsubmitted**” will display a list of all requests that are saved.

Search Criteria

Find Request



The 'Find Request' form contains several input fields and a radio button group. The fields are: Request ID, Firm Reference, Client Surname, Legal Aid File, and Assigned Practitioner. Below these is a 'Request Status' section with three radio buttons: ALL, SUBMITTED, and UNSUBMITTED. The 'UNSUBMITTED' radio button is selected and highlighted with a red rectangle. A 'Find' button is located at the bottom of the form.

Request ID	<input type="text"/>
Firm Reference	<input type="text"/>
Client Surname	<input type="text"/>
Legal Aid File	<input type="text"/>
Assigned Practitioner	<input type="text"/>
<input type="text"/>	
Request Status	<input type="radio"/> ALL
	<input type="radio"/> SUBMITTED
	<input checked="" type="radio"/> UNSUBMITTED
<input type="button" value="Find"/>	

Creating extensions

If a client requires aid beyond what was granted in their original application, you must create and submit a request for an extension of aid to Legal Aid Queensland.

You can request three types of extensions. These are for:

- professional fees
- a report
- any other type of outlay request.

The extension request form appears one page at a time. The number and nature of questions displayed depends on the type of matter for which you are applying. The Elodgement system will guide you through the extension request and display error messages if any mandatory information is missing or inappropriate.

1. Select *Extensions*. The *Extend – Select Request* screen will appear.

Extend - Select Extension Details

Enter Request or File To Extend

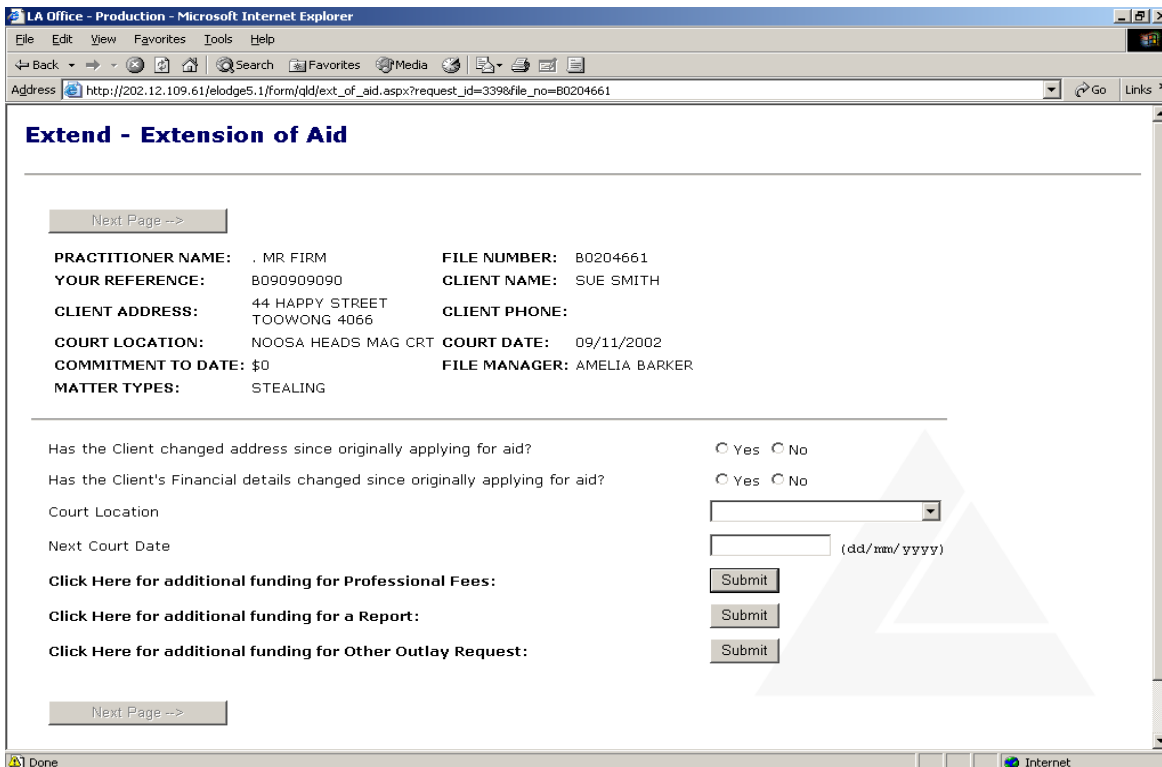
File Number

Request ID

If you do not know the Request ID, click [here](#) to find it.

Electronic Lodgement 4.3.2
© Legal Aid Queensland 1999

2. Enter the Request ID of the original application or the Legal Aid Queensland File Number. Select Go.
 - If you do not know the Request ID, you can search Grants Online by selecting [here](#) (as shown in the above graphic) to display the *Find – Search Criteria* screen and then search for the original application.
3. The *Extend – Extension of aid* screen will appear.



4. Complete the relevant details and select the extension type you need. You can request an extension of aid for:
 - professional fees
 - a report

- any other outlay or request.

5. Select *submit*.

You will have to update the client's address or financial details if they have changed. The system will direct you to the specific page if needed.

Extra funding for professional fees

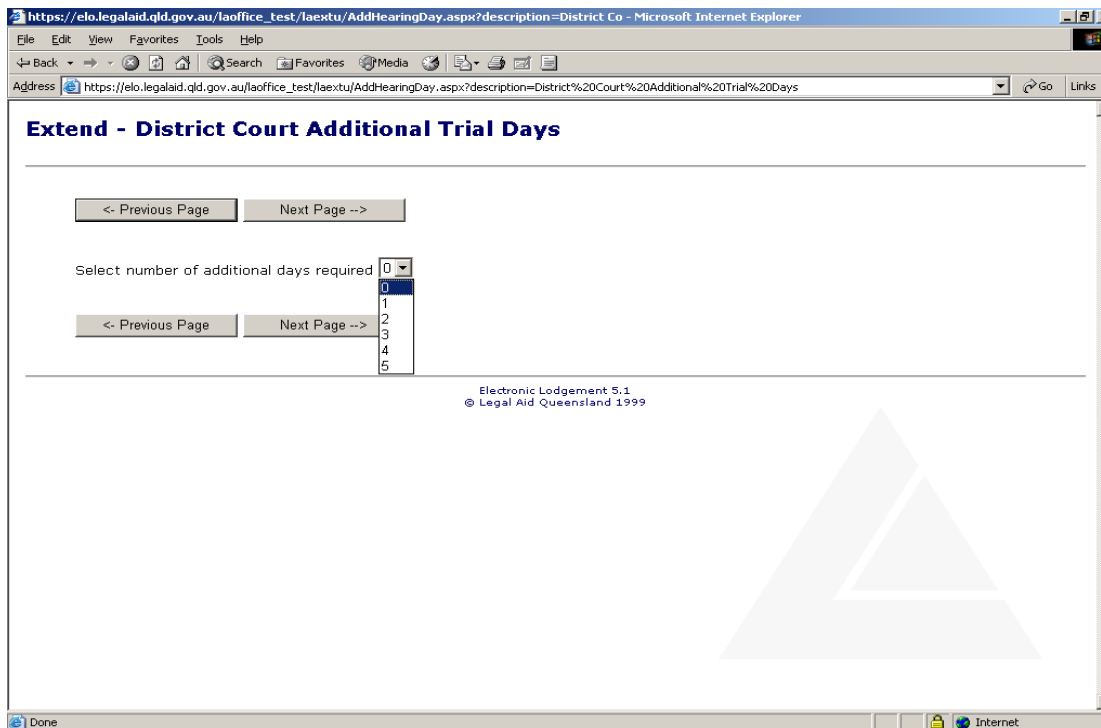
When you request an extension of aid for professional fees, a number of options will appear. Relevant pages will then appear for each option.

Extension checklists / Information Request

For some matters you will have to complete a checklist or information request.

Extra court days

If extra court days are needed you will have to select the number of days from a pick list.



Extra funding for a report

When you request an extension of aid for a report, a number of options will appear, similar to the options available for extra professional fees. You can then select the specific report and submit the request.

Extra funding for other outlays

When you request an extension of aid for any other outlay, a free text box will appear, which allows you to inform Legal Aid Queensland of the type of outlay, the cost and any other details needed.

Attaching documents to an application, extension request or invoice

How to attach a document to an application, extension request or invoice

You must attach and submit supporting material with an electronic request or invoice. The *Grants Handbook* sets out the types of supporting material to be supplied.

1. On the last page of the electronic application form, extension request form or proforma invoice you will be able to attach multiple documents/files. The following screen will appear.

Preferred Access - Grants Online

Elodgement Policies and Standards Information Resources Publications Technical Support

New - Extra Details

☒ Client ☒ Financial ☒ Application Type ☒ Checklist ☒ Additional Details ☒ Court Details

Supporting Documentation
Your documents must be uploaded in order to submit this application.
Documents must be uploaded in the following formats: .bmp, .doc, .docx, .gif, .jpg, .pdf, .rtf, .txt, .xls, .xlsx.

To upload a file:

1. Click 'Attach File' to open the attachment window.
2. Click 'Browse...' and select the file from your computer and select a category.
3. Click 'Lodge' on the next page to send the file to us, this may take a few minutes depending on the speed of your internet connection.

To delete a file that you have uploaded, click 'Remove'.

File Attachments

Filename	Category	User	Attached	Size
Details do not exist.				

Tell us about your legal problem and include, for example:
What the legal problem is
Who is involved and how they are involved
How and when the legal problem started
What has happened since then
Financial details (if you don't receive any income)
Any special circumstances that apply to your situation
Name of Indigenous Referral Panel practitioner

Note: You can only upload documents in the following formats: .bmp, .doc, .docx, .gif, .jpg, .pdf, .rtf, .txt, .xls, .xlsx.

2. To upload a file select *Attach file > Attach >*.

File Attachments

Filename	Category	User	Attached	Size
Details do not exist.				
<input type="button" value="Attach"/>				

Note: Files cannot exceed 11MB in size. To help reduce your file size: Compress pictures to make them smaller. Use JPEG format for images and set your scanner for web or email quality. In newer versions of MS Word you can select *Compress pictures* on the *Picture* toolbar.

3. Select *Browse*. This will allow you to browse your hard drive for the relevant attachment.

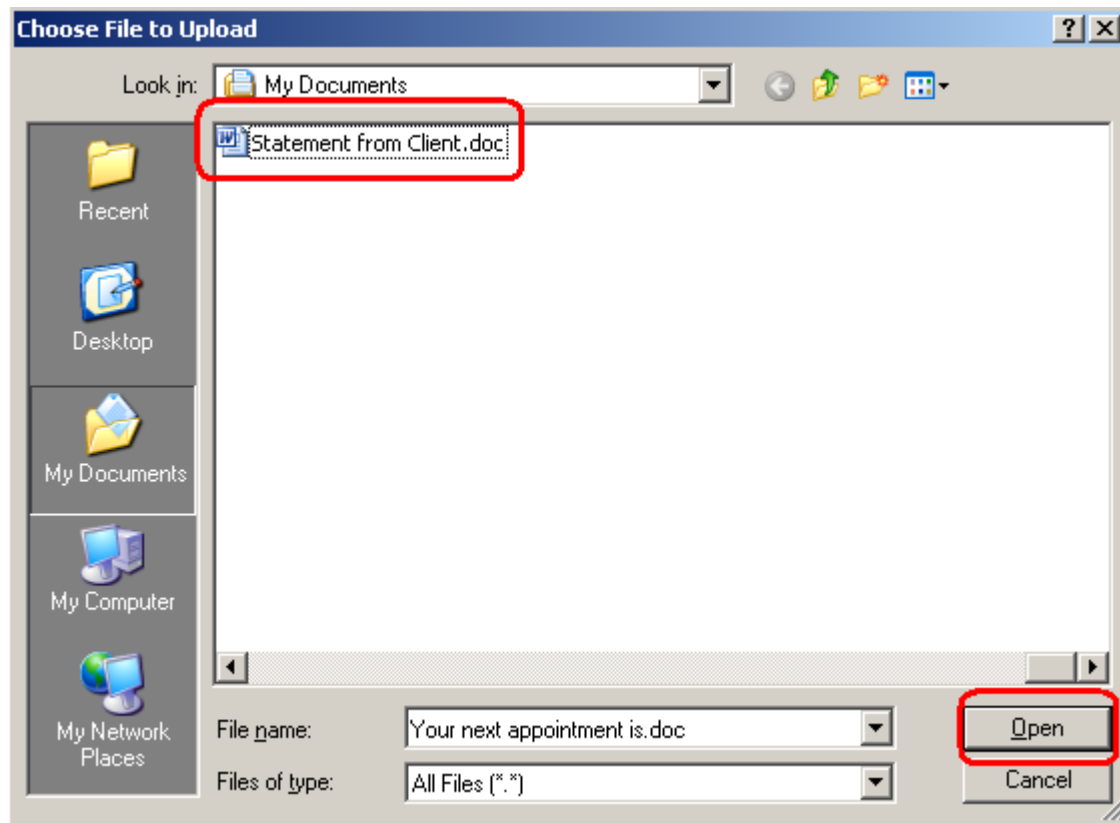
<input type="button" value="<-- Previous Page"/>	<input type="button" value="Save Draft"/>	<input type="button" value="Next Page -->"/>
---	---	---

File Upload

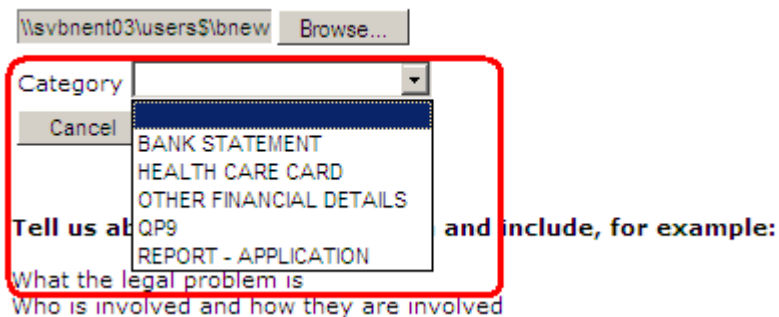
Files cannot exceed 11MB in size. Tips to help reduce your file size:
Compress pictures to make them smaller.
Use JPEG format for images and set your scanner for web or email quality.
In newer versions of MS Word you can click 'Compress Picture'.

<input type="text"/>	<input type="button" value="Browse..."/>
Category <input type="text"/>	
<input type="button" value="Cancel"/>	<input type="button" value="Upload"/>

4. Browse the Windows directories and select the folder that contains the file that you want to attach. When you find the file select *Open*.



5. You must enter a category for each attachment. The category tells the grants officer the nature of the document attached. To enter the *Category* field, select the relevant category in the drop down list.



Note: If the *Browse* field is blank, you have not successfully selected the file.

2. Select *Upload*.

File Upload

Files cannot exceed 11MB in size. Tips to help:

- Compress pictures to make them smaller
- Use JPEG format for images and set your resolution to 72 dpi
- In newer versions of MS Word you can click File > Save As > Compress to reduce file size

\\svbnt03\users\S\lnew

Category

3. A screen will appear to confirm you have successfully attached a file.

☒ Extension of Aid ☒ Extension Selection ☒ Extra Details

<-- Previous Page

Save Draft

Next Page -->

Supporting Documentation

Your documents must be uploaded in order to submit this application.
Documents must be uploaded in the following formats: .bmp, .doc, .docx, .gif, .jpg, .

To upload a file:

1. Click 'Attach File' to open the attachment window.
2. Click 'Browse...' and select the file from your computer and select a category.
3. Click 'Lodge' on the next page to send the file to us, this may take a few minutes.

To delete a file that you have uploaded, click 'Remove'.

File Attachments

Filename	Category	User	Attached	Size	
BUSINESS PLA1.doc	REPORT	hshilton	09/01/2013	26KB	Remove

Tell us about your legal problem and include, for example:

What the legal problem is
Who is involved and how they are involved
How and when the legal problem started
What has happened since then
Financial details (if you don't receive any income)
Any special circumstances that apply to your situation
Name of Indigenous Referral Panel practitioner

4. To attach extra documents select *Attach* again and repeat steps 3 to 7.

2. Click 'Browse...' and select the file from your computer and select a category.

3. Click 'Lodge' on the next page to send the file to us, this may take a few minutes.

To delete a file that you have uploaded, click 'Remove'.

File Attachments

Filename	Category	User	Attached	Size	
BUSINESS PLA1.doc	REPORT	hshilton	09/01/2013	26KB	Remove

[Attach](#)

5. To remove an attachment select *Remove*.

Supporting Documentation

Your documents must be uploaded in order to submit this application.

Documents must be uploaded in the following formats: .bmp, .doc, .docx, .gif, .jpg, .png, .tiff, .xls, .xlsx, .zip

To upload a file:

1. Click 'Attach File' to open the attachment window.

2. Click 'Browse...' and select the file from your computer and select a category.

3. Click 'Lodge' on the next page to send the file to us, this may take a few minutes.

To delete a file that you have uploaded, click 'Remove'.

File Attachments

Filename	Category	User	Attached	Size	
BUSINESS PLA1.doc	REPORT	hshilton	09/01/2013	26KB	Remove

[Attach](#)

How to locate and view a document attached to a grant of aid

The email notification indicates if documents have been sent to you by the Grants Officer.

230 GEEB ROAD
CAMIRA 4300
Home Phone:
Work Phone:
Mobile:
Other Phone:
Email:

The decision in relation to your client's case is APPROVED.

Request ID: 733699

Legal Aid has been granted to:

Represent client in the District Court on a plea of guilty. The maximum costs payable on this grant are limited in accordance with the attached proforma invoices (including agent's fees). For local Bar please contact Legal Aid Queensland regarding the briefing of Counsel. Fees payable are for work done up to the maximum costs figure. Reasonable outlays will be paid. Receipt

The fees and cost limits identified above are exclusive of GST. Any invoice rendered on or after 1 July 2000 will need to be GST Tax Invoice Compliant.

7104908 BARRISTER PROFORMA INVOICE
7104909 SOLICITOR PROFORMA INVOICE

The contact with Legal Aid is LOUISE CURTIS on (07) 3280 1143. All correspondence and enquiries should be directed to the Managing Practitioner LOUISE CURTIS.

Please find attached the following documents:

Court Documents, Report.

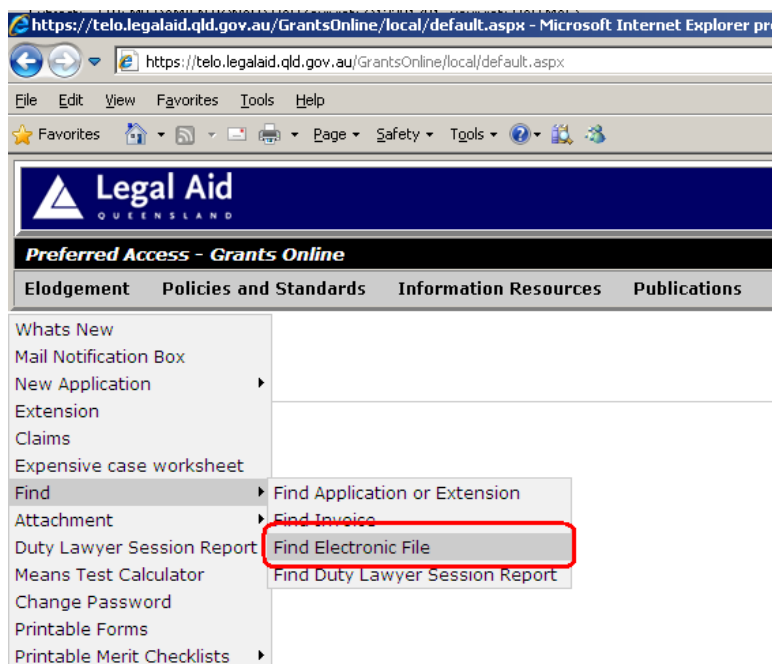
To view the attached documents please log into Grants Online. Attachments are available and can be downloaded from a link within the Contents section of the Electronic File/Profile.

The conditions relating to this grant of aid are as follows:

1. The client is to inform of any change of circumstances (financial or affecting merit) and any such change may affect the conditions of legal assistance.
2. Legal assistance may be withdrawn if the client does not comply with the conditions of the grant of legal assistance.
3. If the client does not accept the advice of a solicitor or a barrister engaged to act for the client, then Legal Aid Queensland may cancel the grant of legal assistance.
4. The client is responsible for any legal costs incurred prior to the grant of legal assistance.
5. The client is to obtain the permission of the Legal Aid Queensland for a change of solicitor. If permission is granted, the client may be required to pay any costs associated with the change.
6. Where work is undertaken in relation to a grant of legal aid the solicitor is only entitled to accept payments authorised by the Legal Aid Queensland. NB: PLEASE ENSURE THAT ALL WORK IS COMPLETED PRIOR TO RENDERING YOUR INVOICE FOR PAYMENT (if family law, ensure stage of matter is complete). LEGAL AID QUEENSLAND DOES NOT AUTHORISE FOR PAYMENT

Yours sincerely,
CHIEF EXECUTIVE OFFICER
LEGAL AID QUEENSLAND

1. From the Main Menu select “Find” & “Find Electronic File”



2. Enter the Legal Aid File Number. Select “Find”.



The Grants file number is provided in the original email notification in the “Subject Heading – Our Ref:”

Find Request

Request ID

Firm Reference

Client Surname

Legal Aid File

Assigned Practitioner

Request Status ☒ ALL
☐ SUBMITTED
☐ UNSUBMITTED

- The document is available in the “**Contents**” section of the Electronic Profile. To open the document double click on the “**link**”.



Legal Aid Queensland

Preferred Access - Grants Online

Elodgement Policies and Standards Information Resources Publications Technical Support

Print Dossier

Electronic Profile

Client Name: BRETT NEWSOME File Number: Q13283050

DOR: Dec 15 1976 Matter Type: MURDER
 Alias Name/s: Firm Name:
 Client Address: Firm Reference: NEW MATTER
 Client Phone: File Manager: RACHAEL BROADHURST
 Commitment: 2611.00 File Holders Phone: 3238 3362
 Expenditure: 0.00 File Location: NEWSOME
 Next Court Location: BRISBANE CITY SUPREME COURT Finalised Date:
 Next Court Date: Feb 18 2013 Initial Contribution: 0.00

Contents

Pages: 1

Transaction Date	Ext No	Content	Description	Status
18/02/2013	0	Application Form	Criminal Law (Law Type)	NON-ELECTRONIC
18/02/2013	0	Application Attachment - Example Outgoing attachments.DOC	Application Attachment - RequestID 0	
18/02/2013	0	APPLICATION FOR AID APPROVAL FOR SOLICITOR	Word Attachment	LETTER SENT
18/02/2013	0	SOLICITOR PROFORMA INVOICE 7104915	Certified Date:	UNCLAIMED
18/02/2013	0	BARRISTER PROFORMA INVOICE 7104914	Certified Date:	UNCLAIMED

Solicitor proforma invoices

When Legal Aid Queensland grants an application for legal aid, the system will generate pro forma invoice the you will need to complete and submit for payment. Each pro forma invoice contains the items you are eligible to claim for that particular matter. When you complete and submit a pro forma invoice, this is referred to as ‘making a claim for payment’ or ‘a claim’.

After you have completed the work under the grant of legal aid, you must find the invoice, complete it and submit it for payment.

When to claim

You need to complete and submit the invoice at the end of the stage for which aid was granted.

How to claim

When you are ready to make the claim, follow these steps to complete and submit an invoice:

- Find the pro forma invoice on Grants Online.
- Enter “Outcomes”.
- Attach supporting documentation if needed.
- Enter specific fields, eg Claim date and Claim reference.

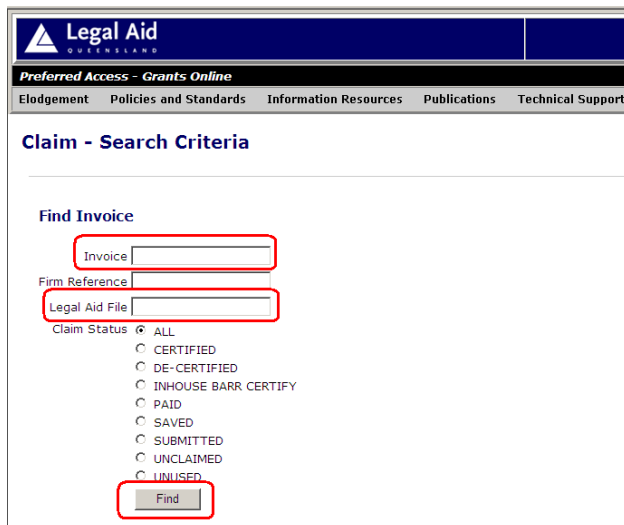
- Enter the amounts you are claiming.
- Submit the claim for processing.

How to complete and outcomes and invoices

1. From the Elodgement menu, select **Find** and **Find Invoice**.



2. Enter either the **Invoice** number or the **Legal Aid File** number and select **Find**.

A screenshot of the 'Claim - Search Criteria' page on the Legal Aid Queensland website. The 'Find Invoice' section contains three input fields: 'Invoice', 'Firm Reference', and 'Legal Aid File'. The 'Legal Aid File' field is highlighted with a red box. Below these fields is a 'Claim Status' section with radio button options: ALL, CERTIFIED, DE-CERTIFIED, INHOUSE BARR CERTIFY, PAID, SAVED, SUBMITTED, UNCLAIMED, and UNUSED. The 'Find' button at the bottom of the section is also highlighted with a red box.

Searching for Proforma Invoices – if you do not know the invoice number or the file number you can leave the search fields blank and use the “Claim Status” options to search for and display proforma invoices.

3. Select the **Invoice** from the Matching Invoices screen.

Matching Invoices

Invoice	Status	Type	Reference	File	Invoice Date	Claim Date	Certified Date	Paid Date	Client Surname
7105048	UNCLAIMED	SOLICITOR PROFORMA INVOICE	new matter	Q13283150	28/05/2013				NEWSOME

Click on the **Invoice** to view the invoice details.

4. Enter the Outcomes and select **Next Page**.

Outcomes

Sentence Details

Did the client plea guilty? ✓

If yes, please provide a brief outline of sentence imposed.

If no, why? ✓

What was the name of the presiding Magistrate? ✓

What was the name of the practitioner who appeared at the plea? ✓

Was this matter disposed of at the same time as any other legally aided matters for the same client? ✓

If yes, please give details including the relevant legal aid file numbers. ✓

Mention Dates

Under normal circumstances the maximum number of mentions allowed under this grant of aid is two.

Mention Date ✓

Mention Date ✓

If more than two mention fees are claimed, you must provide the dates and the details as to the reasons for the further mentions.

Mention Date ✓

Please provide the details and reasons for this mention. ✓

Mention Date

Please provide the details and reasons for this mention.

[Next Page -->](#)



The Outcome page is where you provide the outcome of the work you have done as a result of the grant of aid. Different outcomes are required and are unique to each grant of aid.

5. Enter the amounts claimable in the available dollar amount fields. The invoice is self calculating and will calculate the GST amounts and total.

CLAIM

Clause Code	Work Type	Fee Information	GST Exc.	GST	GST Inc.
CY	BALANCE PREPARATION	Maximum Fee \$122.00. In addition to CG grant ONLY FOR TRIAL	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
CY	BALANCE COURT TIME	Maximum Fee \$233.00. In addition to CG grant ONLY FOR TRIAL	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
TOTALS			\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>

6. Select '**Submit**' at the bottom of the screen.

The recipient and the supplier declare that this agreement applies to supplies to which this tax invoice relates. The recipient acknowledges that it is registered for GST and that it will notify the recipient if it ceases to be registered. The recipient acknowledges the agreement.

Both parties to this supply agree that they are parties to an RCTI agreement. The supplier agrees to notify the

<-- Previous Page	Save	Submit
-------------------	------	--------



Prior to submitting the proforma invoice you can return to the previous page to amend details.

You can save the invoice if you are awaiting additional material or if you are not ready to submit it.

Barrister invoices

Grants Online allows barristers to electronically lodge proforma invoices. Preferred suppliers must electronically redirect barrister proforma invoices to barristers who have access to Grants Online.

Access to Grants Online requires a username and password. To request access to Grants Online, contact the Coordinator, Preferred Supplier Strategy manager on 1300 65 11 88.

Sending proforma tax invoices to barristers

Barristers need to receive their proforma tax invoice electronically from a solicitor before they can electronically lodge the invoice. Preferred suppliers can electronically redirect barrister proforma tax invoices through Grants Online.

1. Find the invoice by selecting *Find > Find Invoice >* in the *Elodgement* menu.
2. When the Barrister invoice is displayed the solicitor can forward it to the barrister by selecting *Redirect* at the top of the Barrister proforma.

TAX INVOICE



LEGAL AID QUEENSLAND

RECIPIENT CREATED TAX INVOICE

BARRISTER PROFORMA

BARRISTER'S DETAILS

Firm Name:
Firm Address:
Firm ABN:
GST Registered:

Invoice Number 22652
File Number B04200139
Extension Number 1
Client Surname BLOOS

Searching for the barrister's name online

1. When you select *Redirect*, a search page appears which allows a search of Grants Online for the barrister's name to send a proforma tax invoice.



Barrister Search

Only barristers who have requested to use Legal Aid Queensland Grants On-Line facilities and are a member of the Bar Association are available for selection. If the barrister you wish to or have briefed does not appear in the search or does not fall into the above categories, please ask them to contact Legal Aid in order to be provided access to the Grants On-Line system. In the interim, go back and print a paper copy of the account and send it to the barrister for manual completion.

Search Criteria

Name

2. Enter the barrister's surname.
3. A list of barristers that match the surname will then appear.

Search Criteria

Name

Search Results

Pages: 1

Name	Legal Aid Registered	Address	Member of Bar Association
SMITH BARRY BARRISTER-AT-LAW	True	LEVEL 18 INNS OF COURT 107 NORTH QUAY BRISBANE 4000	True

The system only lists barristers who have a Grants Online password. If the barrister the solicitor has briefed does not appear in the search results, the firm should contact the barrister and ask them to contact Legal Aid Queensland to gain access to Grants Online.

To redirect the invoice, select the barrister's name. At the same time as the invoice is redirected, the system will create a Barrister invoice notification to let the barrister know an invoice has been redirected.

The system will send a copy of the Barrister notification to the contents of the electronic file. An entry will appear in the *Contents* section of electronic file called Barrister invoice notification. Firms can access the electronic file by *selecting Find > Find electronic file >* in the *Elodgement* menu.

If the barrister advises they can no longer act in a matter and they have not used any of the grant of aid, then you can redirect the invoice to a new barrister.

Barrister invoice notifications

Barrister invoice notifications are created each time an invoice is redirected. After the barrister logs into Grants Online, the details of all redirected invoices will be displayed in the Mail notification box.

To access the Mail notification box, select *Mail notification box* in the *Elodgement* menu.



A list of all Barrister invoice notifications will appear.

This notice board displays all your new mail relating to you LAQ files.

Pages: 1

	Description	Client Name	File Number	Date
<input type="checkbox"/>	BARRISTER INVOICE NOTIFICATION	KRISTIN LAWSON	B05000018	18/02/2005
<input type="checkbox"/>	BARRISTER INVOICE NOTIFICATION	JUDY DELL	B04200226	18/02/2005
<input type="checkbox"/>	BARRISTER INVOICE NOTIFICATION	GLEN JOHN JONES	B05000022	11/02/2005
<input type="checkbox"/>	BARRISTER INVOICE NOTIFICATION	LESLIE JOHN REID	B04200207	3/02/2005
<input type="checkbox"/>	BARRISTER INVOICE NOTIFICATION	KRISTIN LAWSON	B05000016	3/02/2005
<input type="checkbox"/>	BARRISTER INVOICE NOTIFICATION	WATTLE SCENARIO	B0355221	18/01/2005
<input type="checkbox"/>	BARRISTER INVOICE NOTIFICATION	MATTHEW OWENS	B05000007	11/01/2005
<input type="checkbox"/>	BARRISTER INVOICE NOTIFICATION	CHARLES DICKENS	B05000003	11/01/2005
<input type="checkbox"/>	BARRISTER INVOICE NOTIFICATION	SILLY SOLLY	B0333331	16/12/2004
<input type="checkbox"/>	BARRISTER INVOICE NOTIFICATION	GLEN JAMES	B04200189	15/12/2004
<input type="checkbox"/>	BARRISTER INVOICE NOTIFICATION	TOM JONES	B04200238	9/12/2004

Prior to removing the New Mail item, please make a note of the [Legal Aid File Number](#) and any other information you wish to record on your file. You will need the [Legal Aid File Number](#) to search for the Electronic File in the future.

Remove New Mail Item

Legal Aid Queensland will tidy your noticeboard every 60 days and

When the barrister selects the notification from the mail box, the Barrister invoice notification appears. The Barrister invoice notification displays the client name, invoice number, the firm who redirected the invoice and the Legal Aid Queensland file number.



BARRISTER INVOICE NOTIFICATION

To:	SMITH BARRY BARRISTER-AT-LAW
From:	AOH FIRM
Client Name:	MATTHEW OWENS
Invoice Number:	22573
Legal Aid File Number:	ASB05000007
Date:	11/01/2005


AOH FIRM has electronically sent to you invoice number 22573 in relation to the brief of MATTHEW OWENS .

The invoice can be located using the **Find** facilities under the **E-Lodgement** menu. When searching Grants On-Line for this invoice please use either the invoice number or the Legal Aid file number.

The barrister will need to record the invoice number to search Grants Online for the invoice.


How to submit a barrister Invoice

1. From the Elodgement menu select “**Find**” and “**Find Invoice**”.



The screenshot shows the Legal Aid Queensland website. The top navigation bar includes the logo and the text 'Preferred Access - Grants Online'. Below this is a menu bar with options: Elodgement, Policies and Standards, Information Resources, Publications, and Technical Support. A dropdown menu is open under 'Elodgement', listing various options. The 'Find' option is highlighted, and its sub-menu is displayed, showing 'Find Application or Extension', 'Find Invoice' (highlighted with a red box), 'Find Electronic File', and 'Find Duty Lawyer Session Report'.

2. Enter the legal aid file number into the “**Legal Aid File Number**” field and select “**Find**”.



The screenshot shows the 'Find Invoice' search criteria form. It includes fields for 'Invoice', 'Firm Reference', and 'Legal Aid File'. The 'Legal Aid File' field contains the number 'Q13283470' and is highlighted with a red box. Below these fields is a 'Claim Status' section with radio buttons for 'ALL', 'CERTIFIED', 'DE-CERTIFIED', 'INHOUSE BARR CERTIFY', 'PAID', 'SAVED', 'SUBMITTED', 'UNCLAIMED', and 'UNUSED'. The 'Find' button is also highlighted with a red box.



Searching for Proforma Invoices - The instructing solicitor should provide you with the legal aid file number.

You can also search using the invoice number and firm reference number.

If you do not know the file number you can leave the search fields blank and use the “Claim Status” options to search for and display proforma invoices.

3. Select the **Invoice** from the Matching Invoices screen.

Preferred Access - Grants Online
Elodgement Policies and Standards Information Resources Publications Technical Support

Claim - Matching Invoices

Search Criteria

Firm No **12205**
Legal Aid File **Q13283470**

Matching Invoices

Invoice	Status	Type	Reference	Invoice Date	Claim Date	Certified Date	Paid Date	Client Surname
7105483	UNCLAIMED	BARRISTER PROFORMA INVOICE	EBTR	23/07/2013				HUNTER

Click on the **Invoice** to view the invoice details.
Click on the **Request** to view the request details.



The system requires the solicitor to electronically redirect the barrister proforma invoice to you.

If the invoice does not display, either:

- You have entered an incorrect file number or,
- The solicitor has not redirected the invoice to you.

4. In some cases an “Outcomes” screen will appear. If so, enter the outcomes and select **Next Page** .

Outcomes

Sentence Details

Did the client plea guilty?	Yes <input checked="" type="checkbox"/>
If yes, please provide a brief outline of sentence imposed.	
If no, why?	Duty Lawyer entered the plea <input checked="" type="checkbox"/>
What was the name of the presiding Magistrate?	Judge Judy <input checked="" type="checkbox"/>
What was the name of the practitioner who appeared at the plea?	Lionel Hutz <input checked="" type="checkbox"/>
Was this matter disposed of at the same time as any other legally aided matters for the same client?	Yes <input checked="" type="checkbox"/>
If yes, please give details including the relevant legal aid file numbers.	Q13123654 and Q1258961 (Newsome matters) <input checked="" type="checkbox"/>

Mention Dates

Under normal circumstances the maximum number of mentions allowed under this grant of aid is two.

Mention Date	01/05/2013 <input checked="" type="checkbox"/>
Mention Date	24/05/2013 <input checked="" type="checkbox"/>
If more than two mention fees are claimed, you must provide the dates and the details as to the reasons for the further mentions.	
Mention Date	14/06/2013 <input checked="" type="checkbox"/>
Please provide the details and reasons for this mention.	Prosecution were not ready to proceed <input checked="" type="checkbox"/>
Mention Date	
Please provide the details and reasons for this mention.	

Next Page -->

important message

Not every invoice requires an outcome.

The Outcome page is where you provide the outcome of the work you have done as a result of the grant of aid.

Different grants of aid require different outcomes which are unique to each grant of aid.

- On the invoice, enter the amounts claimable in the available dollar amount fields. The invoice is self calculating and will calculate the GST amounts and total.

CLAIM

Clause Code	Work Type	Fee Information	GST Exc.	GST	GST Inc.
CY	BALANCE PREPARATION	Maximum Fee \$122.00. In addition to CG grant ONLY FOR TRIAL	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
CY	BALANCE COURT TIME	Maximum Fee \$233.00. In addition to CG grant ONLY FOR TRIAL	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
TOTALS			\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>

important message

Different grants of aid allow different fee amounts to be claimed. The fees are specifically linked to each grant of aid.

- Select '**Submit**' at the bottom of the screen.

The recipient and the supplier declare that this agreement applies to supplies to which this tax invoice relates. The recipient acknowledges that it is registered for GST and that it will notify the recipient if it ceases to be registered. The recipient acknowledges this agreement.

Both parties to this supply agree that they are parties to an RCTI agreement. The supplier agrees to notify the

<-- Previous Page

Save

Submit



Prior to submitting the proforma invoice you can return to the previous page to amend details.

You can save the invoice if you are awaiting additional material or if you are not ready to submit it.

A confirmation screen will appear.

New Claim Submitted

A claim for invoice number **18537** has been submitted

Please note this for your records.

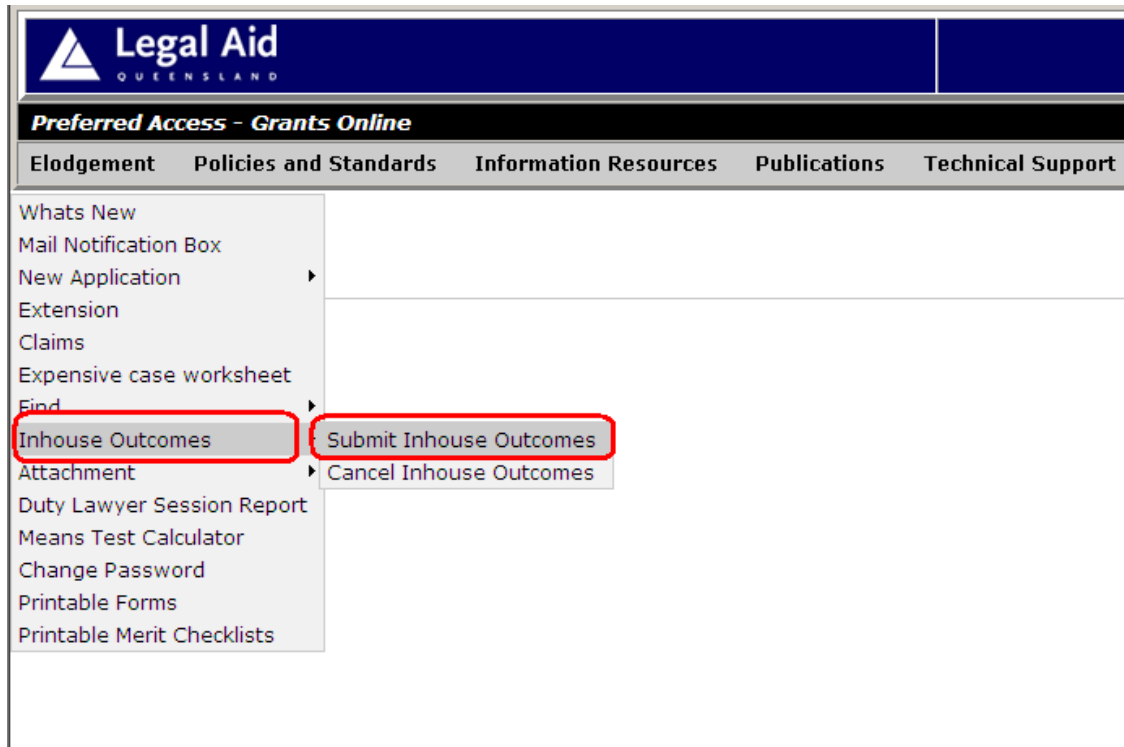
Click [here](#) to view the completed invoice.

Click [here](#) to return to the home page.

Inhouse Practitioners Lodging Outcomes

How to complete and submit Outcomes

1. From the Elodgement menu, select **Inhouse Outcomes** and **Submit Inhouse Outcomes**.



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Elodgement Policies and Standards Information Resources Publications Technical Support

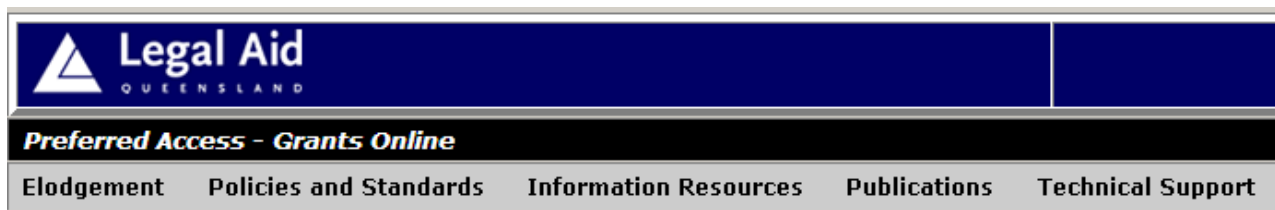
Whats New
Mail Notification Box
New Application
Extension
Claims
Expensive case worksheet
Find
Inhouse Outcomes
Attachment
Duty Lawyer Session Report
Means Test Calculator
Change Password
Printable Forms
Printable Merit Checklists

Submit Inhouse Outcomes
Cancel Inhouse Outcomes



The Outcome page is where you provide the outcome of the work you have done as a result of the grant of aid. Different grants of aid require different outcomes which are unique to each grant of aid.

2. Enter grants file number and / or extension number and select “**Find**”.



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Search Criteria

Find Outcome

Legal Aid File

Extension

Find

- To enter the outcomes, identify and select the **Extension** from the Matching Outcomes screen.



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Matching Outcomes

Search Criteria

Legal Aid File **Q13283291**

Matching Outcomes

Extension	Status	Clauses	Reference	Created Date	Submitted Date
0	OUTCOME PENDING	Magistrates Court plea of guilty	plea	03/07/2013	

Click on the **Extension** to view the outcome details.

- Enter the outcomes and select **Save and Submit**.

Outcomes

Sentence Details

Did the client plead guilty? ☒ Yes ✓

If yes, what was the sentence imposed? ✓

If no, why? ✓

Did this matter have other legal aid matters dealt with on the same day? ☒ Yes ✓

What date did the plea / sentence occur? ✓

In which court did the plea occur? ✓

Mention Dates

Under normal circumstances the maximum number of mentions allowed under this grant of aid is two.

All up on this file, how many mentions did you attend? ✓

Mention Date ✓

Mention Date ✓

If more than two mention fees are claimed, you must provide the dates and the details as to the reasons for the further mentions. ✓

Save and Submit



The Outcome page is where you provide the outcome of the work you have done as a result of the grant of aid. Different grants of aid require different outcomes which are unique to each grant of aid.

- After you select Save and Submit a confirmation page will be displayed.

Outcome Saved and Submitted

Outcomes for file number **Q13283291** and extension number **0** has been saved and submitted

Please note this for your records.

Click [here](#) to view the completed outcomes.

Click [here](#) to return to the home page.

Click [here](#) to Create an Extension for this file.

Click [here](#) to view the Electronic Profile for this file.

Duty Lawyer Session Reports

You can enter Duty Lawyer Session Reports electronically through Grants Online. The online Duty Lawyer Session Report allows practitioners to enter duty lawyer session details at the courthouse (if internet access is available) or in the office.


Practitioners must retain supporting client instruction sheets.


Lodging a Duty Lawyer Session Report

1. Select *Duty Lawyer Session Report* in the *Elodgement* menu.
2. Enter the session details into the *Duty Lawyer Session Report* screen.

Duty Lawyer Session Report

Session Date: (dd/mm/yyyy) ☐ Morning ☐ Afternoon Tick both boxes for all day session

Court Location: 

Practitioner First Name: Surname: 

Court Type:

Name of Magistrate:

Time of Arrival: 24 hour clock minutes Time of Departure: 24 hour clock minutes


Lunch/Break duration: hours minutes

Total hours: hours minutes

Work Type:

Name	Number
Enter number pleas of guilty	<input type="text" value="0"/>
Enter number of remands	<input type="text" value="0"/>
Enter number of agency matters	<input type="text" value="0"/>
Enter total number of defendants seen	<input type="text" value="0"/>
Enter total number of charges	<input type="text" value="0"/>

Note: You must enter specific data in the fields that display an glass symbol. Select the magnifying glass symbol to view a list of the options available.



- After completing the details, select *Next*.
- The system will generate a tax invoice for practitioners.
- If you want to print the invoice, select *Print*.
- Select *Save and submit*.

Print

TAX INVOICE

LEGAL AID QUEENSLAND

(ABN 69 062 423 924)

RECIPIENT CREATED TAX INVOICE

Firm Name	Sample Firm Name
ABN	Sample ABN Number
Professional Fee	\$80.00
Kilometre Allowance	\$0.00
GST Exclusive	\$80.00
GST	\$8.00
GST Inclusive	\$88.00

On submit of this Duty Lawyer Session Report the details will be electronically transferred to Legal Aid Queensland for processing. Please retain the supporting Client Instruction Forms in your Office. Please select Print for a paper copy of this Tax Invoice if required. This Session Report will be given a reference number upon submit. Please use this reference number when contacting Legal Aid Queensland or searching this website.

Save and Submit

When you submit the Duty Lawyer Session Report, the details will be electronically transferred to Legal Aid Queensland for processing.

Once submitted, a reference number is applied to the session report. You can use this reference number when you contact Legal Aid Queensland or search Grants Online.

Finding a Duty Lawyer Session Report

1. Select *Find > Find Duty Lawyer Session Report >* in the *Elodgement* menu.

Elodgement	Policies and Standards	Information Resources
Whats New		
Mail Notification Box		
Find		Find Application or Extension
Duty Lawyer Session Report		Find Invoice
Means Test Calculator		Find Electronic File
Change Password		Find Duty Lawyer Session Report
Printable Forms		
Printable Merit Checklists		

2. Search by entering the session number, session date or practitioner's name.

Duty Lawyer Search

Search Criteria

To find a Duty Lawyer Session Report please enter at least one of the following criteria:

Session Number	<input type="text"/>
Session Date	<input type="text"/> (dd/mm/yyyy)
Practitioner Firstname	<input type="text"/>
Surname	<input type="text"/>



- The search results will display either a list of sessions that relate to the inquiry or the specific session requested.

Search Results

Pages: 1

Session Id	Court Location	Fee Payable	Status
184	BARCOLDINE MAGISTRATES COURT	\$425.83	DUTY LAWYER PAID
185	BARCOLDINE MAGISTRATES COURT	\$383.25	DUTY LAWYER PAID
186	BARCOLDINE MAGISTRATES COURT	\$438.00	DUTY LAWYER PAID
187	CAIRNS MAGISTRATES COURT	\$474.50	DUTY LAWYER PAID
188	CAIRNS MAGISTRATES COURT	\$365.00	DUTY LAWYER PAID
189	BRISBANE MAGISTRATES COURT 1	\$365.00	DUTY LAWYER PAID
190	BRISBANE MAGISTRATES COURT 1	\$255.50	DUTY LAWYER PAID
191	CABOOLTURE MAGISTRATES COURT	\$255.50	DUTY LAWYER PAID
192	BEENLEIGH MAGISTRATES COURT	\$255.50	DUTY LAWYER PAID
213	BRISBANE MAGISTRATES COURT 1	\$0.00	DUTY LAWYER PAID
267	IPSWICH MAGISTRATES COURT	\$73.00	DUTY LAWYER PAID
280	CAIRNS MAGISTRATES COURT	\$346.75	DUTY LAWYER PAID
281	BRISBANE MAGISTRATES COURT 1	\$73.00	DUTY LAWYER PAID
284	BRISBANE MAGISTRATES COURT 1	\$237.25	DUTY LAWYER PAID
291	BRISBANE MAGISTRATES COURT 1	\$0.00	DUTY LAWYER SUBMITTED

Deleting or changing a Duty Lawyer Session Report

If you make an error you can delete or change an entry. Deleting a Duty Lawyer Session Report will reverse any financial transaction.

Note: A firm can only delete or amend their own entries.

- Select *Find > Find Duty Lawyer Session Report >* in the *Elodgement* menu.
- Select the session, change the details and select *Next page*.
- A Tax invoice page will appear. If you have changed details, check to see if the financial details have been updated correctly.

TAX INVOICE

LEGAL AID QUEENSLAND

(ABN 69 062 423 924)

RECIPIENT CREATED TAX INVOICE

Firm Name	
ABN	
Professional Fee	\$346.75
Kilometre Allowance	\$0.00
GST Exclusive	\$346.75
GST	\$0.00
GST Inclusive	\$346.75

On submit of this Duty Lawyer Session Report the details will be electronically transferred to Legal Aid Queensland for processing. Please retain the supporting Client Instruction Forms in your Office. Please select Print for a paper copy of this Tax Invoice if required. This Session Report will be given a reference number upon submit. Please use this reference number when contacting Legal Aid Queensland or searching this website.

Delete

Save and Submit

4. Select *Save and submit* to save your changes.
5. To delete a session, select *Delete*.

Details will be electronically transferred to Legal Aid Queensland for processing.

Mail notification box

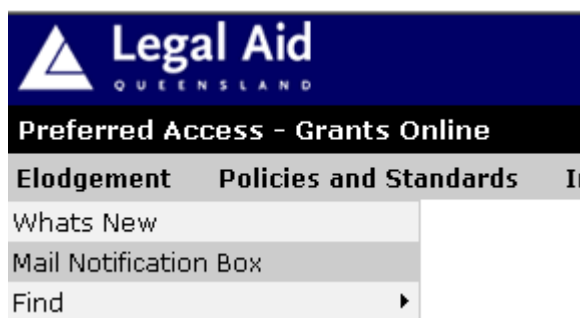
Grants Online has a designated mail notification box. The mail notification box allows Legal Aid Queensland to monitor and ensure electronic communication is received and is available to firms.

The mail notification box is where all client-based electronic communication is sent to including:

- application decisions, such as grants and refusals of aid
- family law conference correspondence
- barrister invoice notifications
- other correspondence.

Accessing the mail notification box

In the *Elodgement* menu, select *Mail notification box*.



In-house legal practitioners

Each in-house legal practice team has a dedicated mail notification box. New mail items are sent to specific teams. In-house practitioners must select the team name via a pick list. The mail box contents will then appear.

Mail notification box contents

The mail notification box displays all electronic communication in date order. It displays:

- a document description
- the client name
- the reference details supplied by the firm
- the Legal Aid Queensland file number
- the request id
- the date Legal Aid Queensland sent the document.

This notice board displays all your new mail relating to you LAQ files.

Pages: 1

	Description	Client Name	Your Reference	File Number	Request ID	Date
<input type="checkbox"/>	APPL RESULT TO SOLICITOR - APPROVAL	SUMMER TIME	nil	B05000024	0	18/02/2005
<input type="checkbox"/>	APPL RESULT TO SOLICITOR - APPROVAL	TYE MALINGERER	nil	B05000023	0	15/02/2005
<input type="checkbox"/>	APPL RESULT TO SOLICITOR - REFUSAL	SUE SMITH	new matter	B05000021	0	11/02/2005
<input type="checkbox"/>	ADVISE SOLICITOR LEGALLY AIDED CLIENT CONF DATE	ROSS BEER	new matter	B05000020	0	9/02/2005

All communication sent to the mail notification box is also linked to and is available via the electronic file. After you have opened and read an item you can remove the correspondence from the mail box.

Before removing a new mail item, record the Legal Aid Queensland file number or proforma invoice number and any other information you want to record on your file. You will need the file number to search for the electronic file in future. You may also need the proforma invoice number to search for the invoice in the future. You may prefer to print the correspondence and keep a copy on your paper file.

Removing a new mail item

To remove a mail item from the notice board, tick the item you want to remove then select *Remove new mail item* at the bottom of the page.

<input type="checkbox"/>	APPL RESULT TO SOLICITOR - REFUSAL	SANDRA SMITH	refused	B04200255	0	9/12/2004
<input checked="" type="checkbox"/>	APPL RESULT TO SOLICITOR - REFUSAL	SANDRA SMITH	refused	B04200255	0	9/12/2004
<input type="checkbox"/>	APPL RESULT TO SOLICITOR - APPROVAL	WILLIAM FERGUSON	abc	B04200254	0	9/12/2004

Prior to removing the New Mail item, please make a note of the [Legal Aid File Number](#) and any other information you wish to record on your file. You will need the [Legal Aid File Number](#) to search for the Electronic File in the future.

Remove New Mail Item

Legal Aid Queensland will tidy your noticeboard every 60 days and move notices to the relevant files.

You must keep the mail notification box tidy. Legal Aid Queensland will remove any items in the mail notification box older than 30 days.

Electronic files

Each time a new application is processed an electronic file is stored in Grants Online.

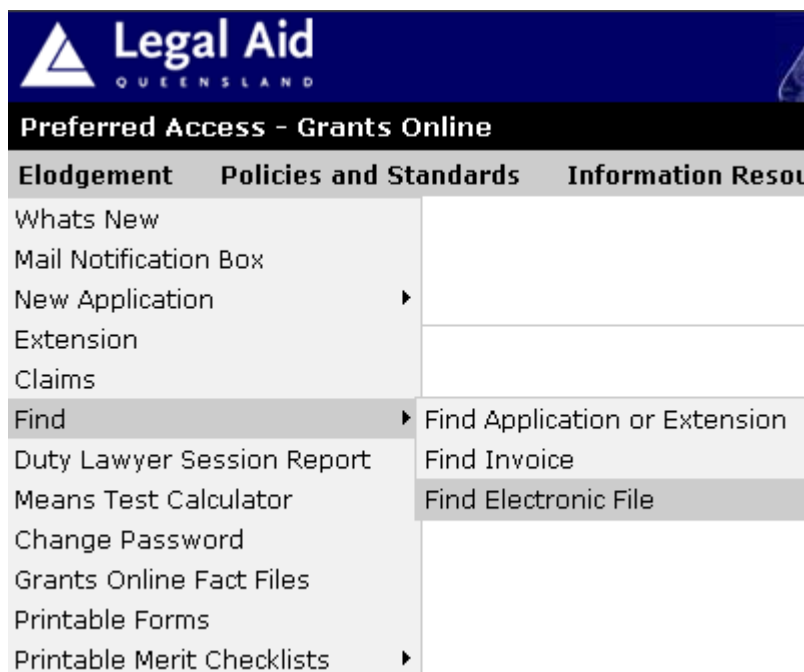
The electronic file contains the matter details and links all related electronic correspondence, including:

- the application form
- proforma invoices
- web based extension requests
- approval and refusal correspondence
- barrister invoice re-direct notifications
- family law conference correspondence.
-

The electronic file allows you to quickly view a legal aid matter, including all electronic contents in one location.

Accessing the electronic file

In the *Elodgement* menu, select *Find > Find electronic file >*.



Electronic file contents

The electronic file displays the:

- Legal Aid Queensland file number
- client's name, address and phone number
- matter types
- court location and date
- decision dates
- contributions imposed
- firm name
- grants officer's name and phone number
- amount of commitment and expenditure.

All electronic correspondence sent to the mail notification box is also linked to the electronic file.

Electronic Profile

Client Name: SUE SMITH	File Number: B05000021
DOB: 14/12/1966	Matter Type: RESIDENCE
Alias Name/s:	Firm Name: RAYNE DE GRUCHY
Client Address: 44 HAPPY STREET TOOWONG 4066	Firm Reference: new matter
Client Phone:	File Manager: BRETT NEWSOME
Commitment: \$ 0.00	File Holders Phone: 0732383362
Expenditure: \$ 0.00	File Location: NEWSOME
Next Court Location: NO COURT LOCATION	Finalised Date:
Next Court Date:	Initial Contribution: \$ 0.00

Contents

Pages: 1

Transaction Date	Ext No	Content	Description	Status
11/02/2005	0	Application Form	Family Law (Law Type)	NON-ELECTRONIC
11/02/2005	0	APPL RESULT TO SOLICITOR - REFUSAL	R12 Insufficient information R74A Contact Refusal - Parent who is denying contact. R90 CLLAS: prospects	LETTER SENT

All new extension requests, decisions and proforma invoices will be automatically updated and displayed in the *Contents* section of the electronic file.

Correspondence, sent and received emails

The electronic file does not display or link:

- hard copy paper correspondence received via any source, eg faxes, mail, professional reports
- requests for extensions sent in email format outside of Grants Online
- general email communication between the grants officer and firm.

Please use electronic extension requests where possible; this will reduce the number of general emails and the amount of paperwork Legal Aid Queensland receives.

Administration

To access Grants Online, your firm must be a Legal Aid Queensland preferred supplier. When your firm becomes a preferred supplier, we will give your nominated Grants Online administrator an administrator username and password.

Administrator's role

Each staff member has a unique username and password needed to access Grants Online. The firm's administrator creates and maintains usernames and passwords.

Note:

- Your staff must safeguard their usernames and passwords as Grants Online is accessible to anyone with internet access.
- Staff must advise their administrator immediately if they believe their passwords have been compromised.
- Your firm administrator's username and password must only be known to the firm's administrator and principals.

- Staff with access to the administrator's username and password can gain access to any of the usernames within your firm.

The administrator must give each staff member their own Grants Online username and password. This will ensure a full audit trail of your staff's transactions is maintained. This will also help the administrator control access to individuals within the firm.

Creating usernames

All legal practitioners and administrative staff who access Grants Online within your firm need their own username. To create a username:

1. In the *Elodgement* menu, select *User maintenance*. The *Maintain users* screen will appear.

Maintain Users

The screenshot shows the 'Maintain Users' form with the following fields and controls:

- Username**: A text input field with a callout box pointing to it containing the text: "1. Enter the user's username (max. 12 characters)." An arrow points from this box to the Username field.
- First Names**: A text input field with a callout box pointing to it containing the text: "2. Enter the user's first Names and Surname". An arrow points from this box to the First Names field.
- Surname**: A text input field with an arrow pointing to it from the same callout box as the First Names field.
- Password**: A text input field.
- Confirm Password**: A text input field.
- Change Next Login**: A checkbox.
- Disabled**: A checkbox.
- Disabled Date**: A date input field.
- Buttons**: At the bottom, there are five buttons: "Create", "Update", "Find", "Delete", and "Cancel".

2. Enter the new user's username, ensuring it is:

- unique (ie not used by any another Grants Online user from your firm or any other firm)
- 2 characters maximum.

3. Enter the user's first names and press [Tab]. Enter the user's surname and press [Tab].

The *Find practitioner* screen will appear.

Find Practitioner

Matching Practitioners

Forenames	Surname
FRED	FARMER

[Close]

If the user is a practitioner, click their Surname

If the user is not a practitioner, click close

4. If the new user is a legal practitioner, their name will appear on the screen.
5. Select their *Surname* to return to the *Maintain users* screen.

If the new user is not in the system, select *Close* to return to the *Maintain users* screen.

Maintain Users

Username

First Names

Surname

Password

Confirm Password

Change Next Login ☐

Disabled ☐

Disabled Date

1. Enter the user's Password

2. Confirm the Password

3. Click to prompt for the password to be changed when the user logs in.

4. Click Create

Create Update Find Delete Cancel

6. In the *Password* field, enter a password for the new user.

Note: Passwords:

- must be between 6 and 18 characters
- must contain at least one alphabetic character

- must contain at least one number
- are case sensitive.

7. In the *Confirm password* field, re-enter the password to confirm it.
8. Select the *Change next login* checkbox. This will prompt the user to change their password when they login to Grants Online.
9. Select *Create* to create the new username. If the username has been created successfully, the *Elodge user save – successful* screen will appear.

Elodge User Save - Successful

Username thegreatest created successfully.

Electronic Lodgement 4.3.2
© Legal Aid Queensland 1999

Finding users

There are two ways to find existing users in your law firm.

1. To display all users within your law firm, select *Find*.



The screenshot shows the 'Elodge User Save - Successful' screen. It features a form with the following fields and controls:

- Username:
- First Names:
- Surname:
- Password:
- Confirm Password:
- Change Next Login: ☐
- Disabled: ☐
- Disabled Date:

At the bottom of the form are five buttons: **Create**, **Update**, **Find**, **Delete**, and **Cancel**. An arrow points from a box labeled 'Select find' to the **Find** button.

If more than one user is found, the *Matching users* screen will appear. Select the matching *Username* to return to the *Maintain users* screen. The user's details will appear.

Find User

Matching Usernames

Username	Forenames	Surname	
ffarmer	FRED	FARMER	
thegreatest	FRED	FARMER	
secret1	GENERAL	SECRETARY	
secretary	SUSAN	SECRETARY	
susansec	SUSAN	SECRETARY	
testing	.	TESTING	
thegreat	.	THE GREAT FIRM	

Click on the **Username** above to view/modify the details of the user.

2. To find a specific user, enter the following search criteria in the *Maintain users* screen:

- username
- first names and/or
- Ssname.

Select *Find*. The user's details will appear.

Changing a user's details

1. Find the user by following the second step in the *Finding users* section.
2. Change the user's details as needed. For example:
 - issue a new password (eg if the user forgets their current password) by entering a new password in the *Password* field and then re-entering the password in the *Confirm password* field.
 - force a user to change their password at next login by selecting the *Change next login* checkbox. (Always select this option when issuing a new password to a user).
3. After changing the user's details, select *Update*.

Deleting users

You can only delete user if they have never accessed Grants Online before.

1. Find the user by following the steps in the *Finding users* section.
2. Select *Delete*.

Disabling a user's access

You must disable a user's Grants Online access immediately if they no longer need it, particularly if they have left your firm.

Your firm's administrator can disable a user's access.

1. Find the user by following the steps in the *Finding users* section.
2. Select the *Disabled* checkbox.

3. Select *Update*.

Note: A user's Grants Online access will be disabled if they enter their password incorrectly five times in succession.

Restoring a user's access

1. Verify the identification of the user who wants their Grants Online access restored.
2. Find the user by following the steps in the *Finding users* section.
3. Delete the user's *Password* and enter a new one. Confirm the new password by entering it in the *Confirm password* field.

Note: This step is not needed if the administrator disabled the user's access.

4. Select *Change next login*.
5. Deselect *Disabled*.
6. Select *Update*.

Note: If your firm administrator's access is disabled, contact Legal Aid Queensland's IT Help Desk to restore their access.

Logging out

To log out, select *Logout* in the top right hand corner of the window.

You do not need to return to the homepage to log out.