



# Obtaining records for legal proceedings

Victim Assist Queensland (VAQ) is part of the Queensland government's Department of Youth Justice & Victim Support (DYJVS).

**The following information is for parties who apply to inspect, copy, adduce evidence and otherwise use the records of VAQ clients in legal proceedings.**

- » The court order for production of VAQ records, whether it is a subpoena, summons, notice for non-party disclosure or other court order, should be directed to the Director-General of the Department of Youth Justice and Victims Support.
- » A subpoena, summons or notice must be clear in describing the records that are to be provided to the court. Clearly identify relevant records by providing the full name and date of birth of the person to whom the records relate, and any other relevant information such as applicable time periods for the records and type of record. To avoid applications opposing the order, or seeking to narrow the scope of the order, particularise the records you are seeking. If possible, you should identify the business area of the Department which is likely to hold those records.
- » Ensure that you serve the subpoena, summons, or notice within the statutory time frame provided under the relevant instrument. Where possible serve the subpoena, summons or notice on the DYJSV at least 14 business days prior to the return date.
- » If you have enquiries regarding the service of a subpoena, summons or notice on the Director-General DYJSV, please contact the department by email to [subpoena@youthjustice.qld.gov.au](mailto:subpoena@youthjustice.qld.gov.au).

## Address on the Court form

According to the legislative requirements a subpoena, summons or notice of non-party disclosure should be made out to:

**The Director-General,**

c/- Department of Youth Justice and Victim Support.

Victims Assist Queensland

Level 35, 1 William St,

BRISBANE CITY QLD 4001

## Service

### Service BY EMAIL (preferred)

The Director-General of DYJSV will accept service by email to [subpoena@youthjustice.qld.gov.au](mailto:subpoena@youthjustice.qld.gov.au)

**This method of service is preferred by our department.**

### Service BY POST

Sending a physical copy of the order for disclosure and any other correspondence requires forwarding the correspondence to the following postal address:

**The Director-General**

c/- Department of Youth Justice and Victims Support

Victims Assist Queensland

PO Box 15033

BRISBANE CITY EAST QLD 4002

### Personal Service

The Director-General of DYJSV can only accept service in person by pre-arranged hand delivery to an authorised departmental officer.

To serve an authorised Departmental Officer in person, please send an email to [subpoena@youthjustice.qld.gov.au](mailto:subpoena@youthjustice.qld.gov.au) in advance to arrange an appropriate time.

Please identify yourself to the Security Desk and advise that you are present to serve a subpoena, summons or notice to produce to the Director-General of the DYJSV, and the name of the authorised officer who you have arranged will accept personal service.

If you have not pre-arranged personal hand delivery, including the time when you will be attending the Department's office, you may not be able to effect lawful service and you will have to return at a later time.

Please note that records are not stored centrally, and it could take some time for the records to be located and transferred.

## Fees and Payments

### Conduct money

Conduct money is the reasonable cost incurred by an organisation when they comply with the order to produce (photocopying, administrative staff locating the material, etc) as per the relevant legislative instrument. Accordingly, any conduct money is required to be paid upon request and before the documents will be produced.

Please negotiate the amount and payment details for conduct fees by emailing:

- [subpoena@youthjustice.qld.gov.au](mailto:subpoena@youthjustice.qld.gov.au), or
- by calling 13 QGOV (13 74 68).

### Other costs

If the records sought by subpoena, summons or notice are large, or the processing is time-consuming or complex, or there is a cost to transfer the records (for example from Queensland State Archives), additional costs may apply. We will notify you if these costs will be incurred in production of the records.

Documents not held by the Department

The following records are not held by the Director-General DYJVS, and requests for those records should be sent directly to the relevant entity:

Department of Justice

- Contact [legal.services@justice.qld.gov.au](mailto:legal.services@justice.qld.gov.au), or
- phone 07 3738 9521

Office of the Director of Public Prosecutions

- Contact [DPP.Mailbox@justice.qld.gov.au](mailto:DPP.Mailbox@justice.qld.gov.au), or
- phone (07) 3035 1122, or
- see <https://www.justice.qld.gov.au/about-us/services/public-prosecutions>

Queensland Courts records/files  
(Magistrates, District, Supreme, Land Courts)

- Contact information for each courthouse is available at <https://www.courts.qld.gov.au/contacts/courthouses>

Queensland Courts transcripts

- Order transcripts at <https://www.courts.qld.gov.au/services/transcripts-and-recordings>

Queensland Civil and Administrative Tribunal

- Contact information is available at <https://www.qcat.qld.gov.au/about-qcat/contact-us>

Queensland Corrective Services

- Contact [subpoenas@corrections.qld.gov.au](mailto:subpoenas@corrections.qld.gov.au), or
- see <https://corrections.qld.gov.au/contact-us/>

Director of Child Protection Litigation

- Contact [enquiries@dcpl.qld.gov.au](mailto:enquiries@dcpl.qld.gov.au), or
- see <https://www.dcpl.qld.gov.au/contact-us>

| Version control |   |            |        |
|-----------------|---|------------|--------|
| Version         | Edits   | Date       | Author |
| 1               | Original  | 30/03/2025 | JZ     |
| 1.1             | New template  | 1/04/2025  | TD     |
| 1.2             | New typeface (Queensland Government, January 2025)<br>Converted to PDF for publishing | 17/04/2025 | JM     |
|                 |   |            |        |
|                 |   |            |        |
|                 |   |            |        |
|                 |   |            |        |
|                 |   |            |        |