



Your Ref:
Our Ref: LK:
Date: 2 July 2008

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Financial Services and Credit Reform Green Paper
Corporations and Financial Services Division
Treasury
Langton Crescent
PARKES ACT 2600

Dear Sir/Madam

Financial Services and Credit Reform Green Paper June 2008

We write in support of the submission on the green paper provided to you by Legal Aid New South Wales.

Like Legal Aid New South Wales, Legal Aid Queensland provides legal services to disadvantaged people in relation to consumer credit. In 2007 -08 Legal Aid Queensland ("LAQ") provided 47, 486 legal advices. Of these 14,936 legal advices concerned civil law matters, and of those a significant number related to credit and debt issues.

LAQ also has a unit within our civil justice service specialising in consumer injustices including disputes with credit providers. In that capacity we provide direct advice to over 1000 Queenslanders each year and undertake follow up case work where the matter is in the public interest.

We have read the submission on the green paper prepared by Legal Aid New South Wales and support its recommendations which, in our view, would provide the best outcome for all consumers.

In particular, if credit is regulated nationally, we strongly support the retention of interest rate caps inclusive of fees and charges as providing the best protection for vulnerable and disadvantaged consumers.

Please contact Loretta Kreet or Catherine Uhr of our consumer protection team on 07 3238 3015 if you would like any further information.

Yours sincerely,

per 
Elizabeth Shearer
Director, Civil Justice Services, Legal Aid Queensland