

# Getting Started With Law On Earth

A guide for accessing legal  
advice online.

Law On Earth Support

[hello@lawonearth.com.au](mailto:hello@lawonearth.com.au)

law  
on  
earth.

Welcome to Law On Earth! We are excited to have you onboard, and hope to support you through any legal issues you are currently facing.

You may be coming to Law On Earth to access our pro bono support service. As this is a new service that we are providing, we have created this document that outlines how the service works and how you can access legal support using the Law On Earth platform.

### **What is pro bono?**

Pro bono is defined as “for the public good”. In legal services, pro bono generally means providing legal support for free or for a significantly reduced fee. For lawyers, this means that there is no expectation of receiving a commercial return.

### **Who can typically access pro bono support?**

Traditionally, any individuals who can demonstrate that they require legal assistance but cannot access legal aid or legal support without incurring significant financial hardship. There are instances of free legal support being provided when the matter is within the public interest. Finally, charities and other not-for-profit organisations often qualify for pro bono support when their organisation’s purpose is working with low income or disadvantaged members of the community.

### **What if I don’t fit within that definition?**

At Law On Earth, we understand that there are people in our community that do not qualify for pro bono help from community legal clinics as their financial circumstances are slightly above the very restrictive poverty-based requirements; however, they also cannot justify the cost of seeing a lawyer. Therefore, we have created our own pro bono system that allows people from all backgrounds to submit a legal support request.

While you will need to mention why you are seeking pro bono support instead of seeking paid legal services, the Advisors on Law On Earth will assess your case based on your financial justification and the merits of your case.

## How to access pro bono support on Law On Earth

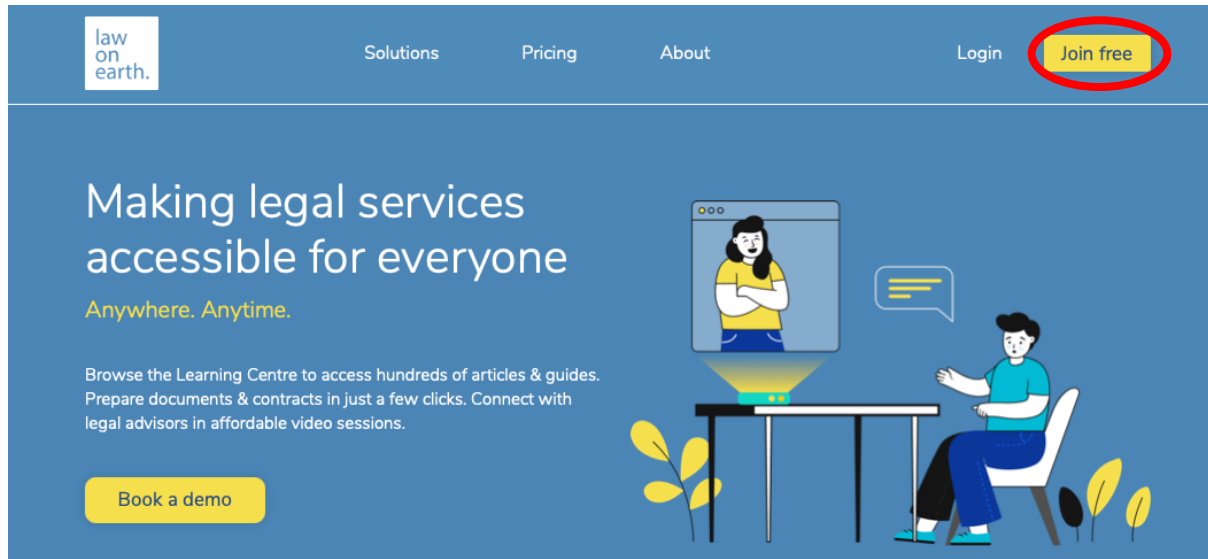
We have teamed up with Queensland University of Technology (QUT) to create a pro bono service that provides you with the most value possible. Here is how our service works:

1. You **create a Law On Earth account** (this can be a free or paid account).
2. **Submit a pro bono request** along with any supporting files that may be needed by the Advisor (for example, a Lease Agreement if your matter is related to your commercial premise).
3. An Advisor using Law On Earth will **review your request** and may message you with some follow up questions using the platform.
  - a. If an Advisor **accepts** your request, you will be able to schedule a video session to chat.
  - b. If an Advisor does not believe that you qualify for pro bono support, your request may be **declined**. The Advisor will likely provide you with a reason why they cannot help you. For example, the legal matter may be outside of their area of practice. If your pro bono request is declined, other Advisors on Law On Earth will still be able to review your case and may be able to help.
4. Once you schedule a video session with the Advisor a **student from QUT will attach to your case**. The student will support you during this matter by completing additional legal research or assisting you in filling out any relevant forms or documents. The student is not able to give you legal advice.
5. Your video session will include you, the Advisor and the student. Every video session is recorded. If you need to access the recording at a later date, then you can access the file via your Law On Earth dashboard. The Advisor may give you a list of steps for you and the student to complete.
6. The student will support you in **completing any follow-up tasks**, like filling out a QCAT form or preparing for a negotiation.

7. If necessary, you can **book a final video session** with the student and Advisor to revise your work and answer any final questions you may have.

## Step 1: Sign Up To Law On Earth

When you visit [www.lawonearth.com.au](http://www.lawonearth.com.au) you'll see a "Join free" button on the top left corner. You will want to join as a 'user'.



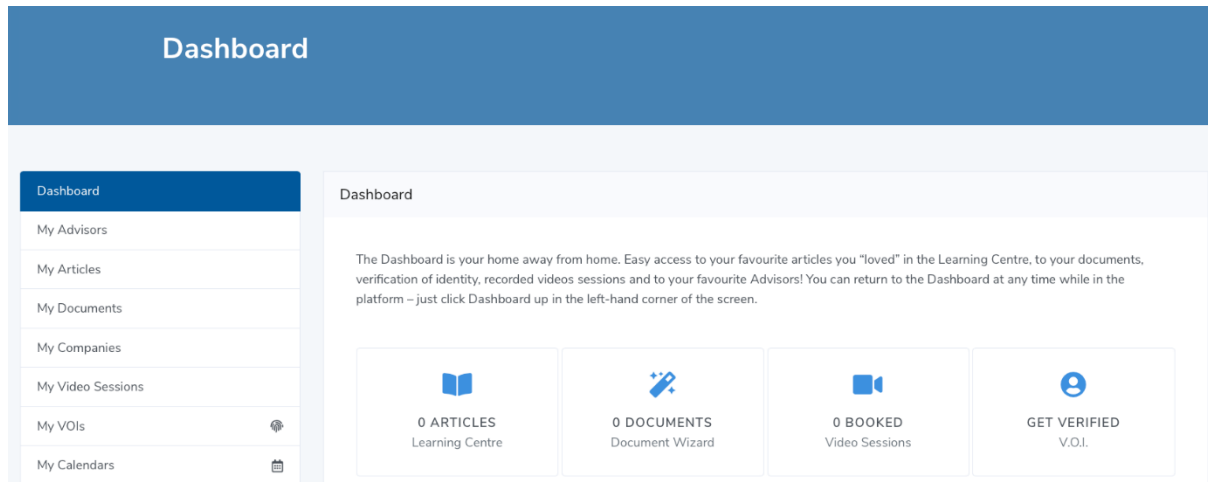
You can sign up by providing your full name, email, phone number and password. Alternatively, you can create an account using LinkedIn.

The image shows the registration form on the Law On Earth website. It features the logo at the top center. The form has two columns of input fields: 'First name' and 'Lastname' (with a dropdown arrow), 'E-Mail' and a phone number field with a country code dropdown (+61) and the number 412 345 678, 'Password' and 'Confirm Password'. Below the fields is a checkbox for 'I agree to the Terms & Conditions'. At the bottom, there is a large blue 'REGISTER' button with a right arrow, and two smaller buttons: 'Already have an account?' and 'Or login with LinkedIn'.

Once you register an account, you will be taken directly to your dashboard. You can use your dashboard to access to following:

- Favourited articles found in the learning centre,
- Purchased documents that you have completed or planning to complete,

- Video sessions (booked, upcoming and completed), here is where you will access the video link to join a session with an Advisor, and you can access session recordings,
- Verification Of Identity (V.O.I), this is where you upload your 100 points of ID.



Once you have logged in, you can set up your profile by ensuring you have added your phone number and uploaded a photo of yourself (preferably just a headshot). You can also add a bit of information about you, so when talking with Advisors, they can understand your background and potentially give you advice specific to your situation.

To access your profile, go to “My Account” in the top right-hand corner of the Dashboard and click on “Edit Profile” in the dropdown list. You’ll see the screen below and can complete your details.

#### Edit Profile Information

Welcome to your profile! It's essential to keep your information updated at all times. We'd love for you to add a profile picture so we can put a face to the name – plus it provides a more personal experience when dealing with Advisors. Your bio tells us a bit about you. Advisors can only see your name and picture – your email address is provided purely to us so we can send you tax invoices and receipts, updates on changes to the law that affect you, and any opportunities you can take advantage of from time to time.

#### Personal Details

Full Name

E-mail Address

Phone Number

#### Profile Details

Profile Image  [Browse](#)

Bio

Your timezone

[Save](#)

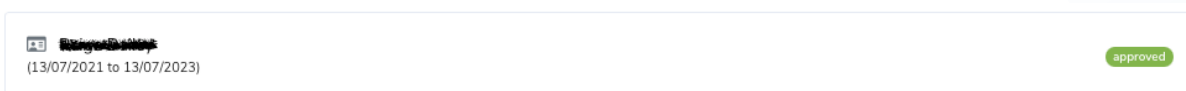
Before scheduling a video session with an Advisor, you will need to submit a Verification Of Identity (VOI) application. A VOI is an identification process to confirm your identity; this is common within the legal sector. You can upload your VOI at any time; however, we would recommend completing this step when creating your account.

Tips for uploading your VOI:

- Be sure to provide your full legal name; this **must match** the name listed on the accompanying documents you upload.
- You can upload jpg, png, and pdf files.
- If you forget to complete a section of the form, or receive an error message, you may need to reattach all supporting files (the copy of your licence) again before submitting your application.

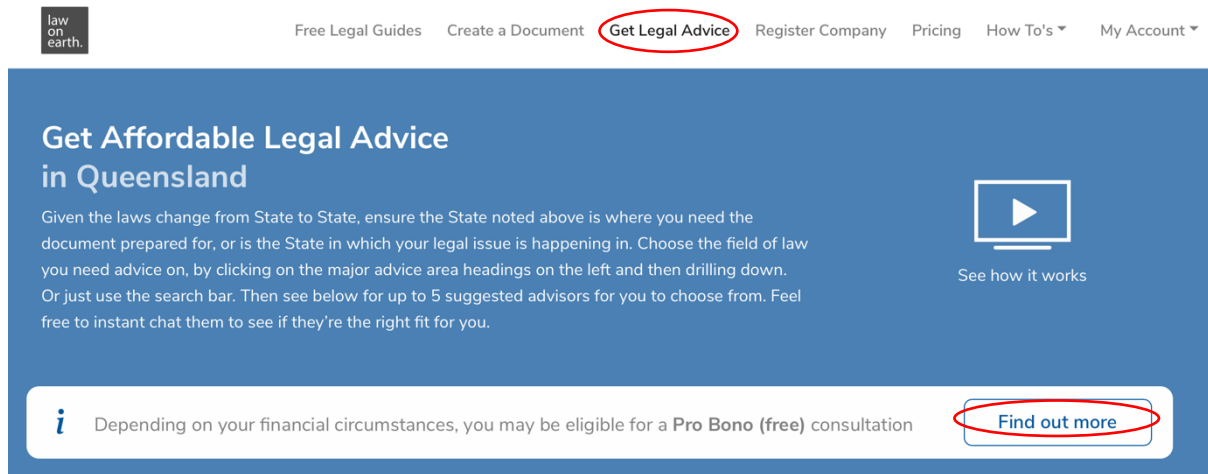
The screenshot shows a user dashboard on the left with a sidebar menu containing: Dashboard, My Advisors, My Articles, My Documents, My Companies, My Video Sessions, My VOIs (highlighted), My Calendars, Edit Profile, Account Settings, Membership & Payments, and Logout. Below the menu is a 'LORD MAYOR'S BUSINESS AWARDS WINNER 2021' badge. The main content area is titled 'Verification of Identity' with a status of 'Incomplete' and a 'Back' button. A notice states: 'So that Advisors comply with their legal requirements, it is critical that we verify your identification before you can book any advice sessions. Any information and identification uploaded is encrypted and stored with banking grade security so you can be confident your data is safe. You'll see below all VOI applications you've made - each one lasts 2 years. You can edit an application once you've started it if you don't have all the information you need at the time.' The form fields are: Full Legal Name (John, Middle Name, Smith), Date of Birth (dd/mm/yyyy), Residential Address (Unit, Street Address, Address Line 2, Suburb / City, Postcode, Select Country, State), and Uploaded documents (Australian Birth Certificate (70 points) with Document Number and Issue date fields, and Australian Driver's Licence (40 points) with Document Number, Expiry date, and Select State fields. A 'Submit Application' button is at the bottom right.

Once your application has been reviewed, and if successful, you will see the following message:



## Step 2: Submitting a Pro Bono Request

To create a pro bono support request, you will need to sign in to your account and navigate to the “Get Legal Advice” via the top menu. You will be able to access the information about pro bono support.



law on earth. Free Legal Guides Create a Document **Get Legal Advice** Register Company Pricing How To's My Account

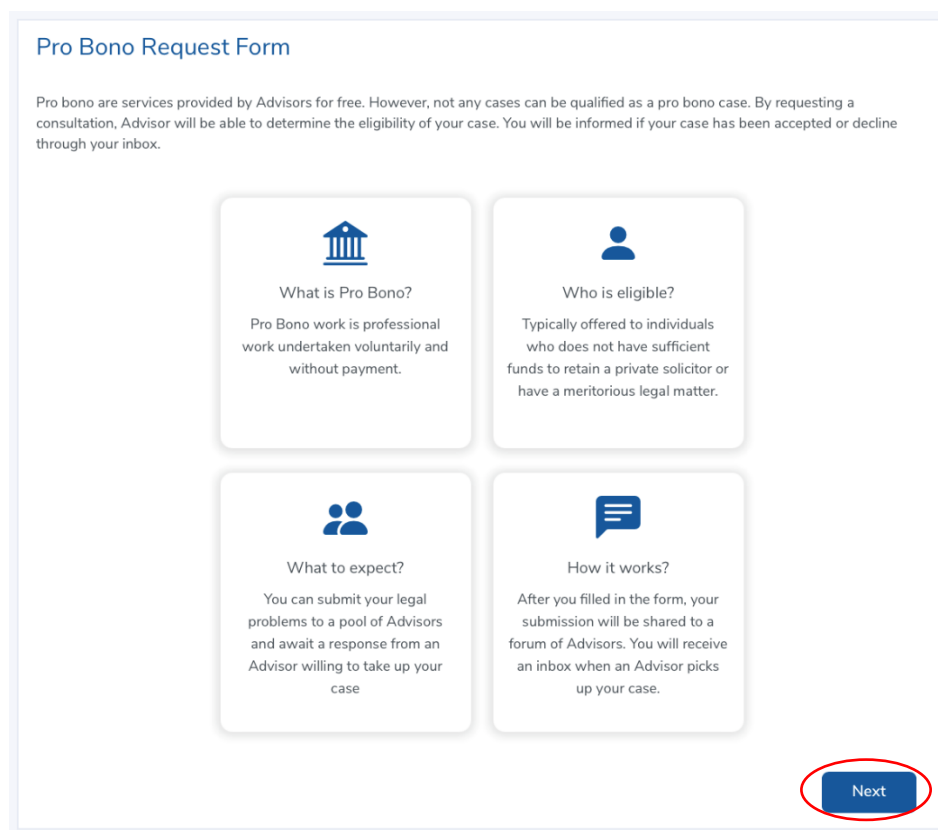
### Get Affordable Legal Advice in Queensland

Given the laws change from State to State, ensure the State noted above is where you need the document prepared for, or is the State in which your legal issue is happening in. Choose the field of law you need advice on, by clicking on the major advice area headings on the left and then drilling down. Or just use the search bar. Then see below for up to 5 suggested advisors for you to choose from. Feel free to instant chat them to see if they're the right fit for you.

See how it works

**i** Depending on your financial circumstances, you may be eligible for a **Pro Bono (free)** consultation **Find out more**

You will be directed to the following page which outlines what pro bono is and what you can expect. Read this page very carefully before proceeding to the next step.



### Pro Bono Request Form

Pro bono are services provided by Advisors for free. However, not any cases can be qualified as a pro bono case. By requesting a consultation, Advisor will be able to determine the eligibility of your case. You will be informed if your case has been accepted or decline through your inbox.

- What is Pro Bono?**  
Pro Bono work is professional work undertaken voluntarily and without payment.
- Who is eligible?**  
Typically offered to individuals who does not have sufficient funds to retain a private solicitor or have a meritorious legal matter.
- What to expect?**  
You can submit your legal problems to a pool of Advisors and await a response from an Advisor willing to take up your case
- How it works?**  
After you filled in the form, your submission will be shared to a forum of Advisors. You will receive an inbox when an Advisor picks up your case.

**Next**



You will then complete a pro bono request form. When completing this form, be sure to provide accurate details. For example, by taking the time to list the “Areas of Law” that your matter relates to, you can help ensure that the Advisor who reviews your case is an expert in that field. If you are unsure which area of law applies to your matter, you can leave this blank, however, you will likely have a sound understanding of which area you may be dealing with. For example, if you are experiencing an issue around a contract you’ll mark “Contract Disputes”.

When outlining why you are requesting a session, be sure to outline what current matter you are experiencing, along with the reason why you are unable to pay for legal advice.

Finally, be sure to upload any supporting documents that the Advisor may need to review when considering your request.

Don't forget to click Submit!

### Pro Bono Request Form

Pro bono are services provided by Advisors for free. However, not any cases can be qualified as a pro bono case. By requesting a consultation, Advisor will be able to determine the eligibility of your case. You will be informed if your case has been accepted or decline through your inbox.

PHONE NUMBER

+61 Enter your phone Number

STATE POSTCODE

Queensland Enter your postcode

AREAS OF LAW [OPTIONAL]

Select categories

REASON FOR REQUESTING A PRO BONO SESSION

Write a reason for requesting a pro bono session

UPLOAD A FILE

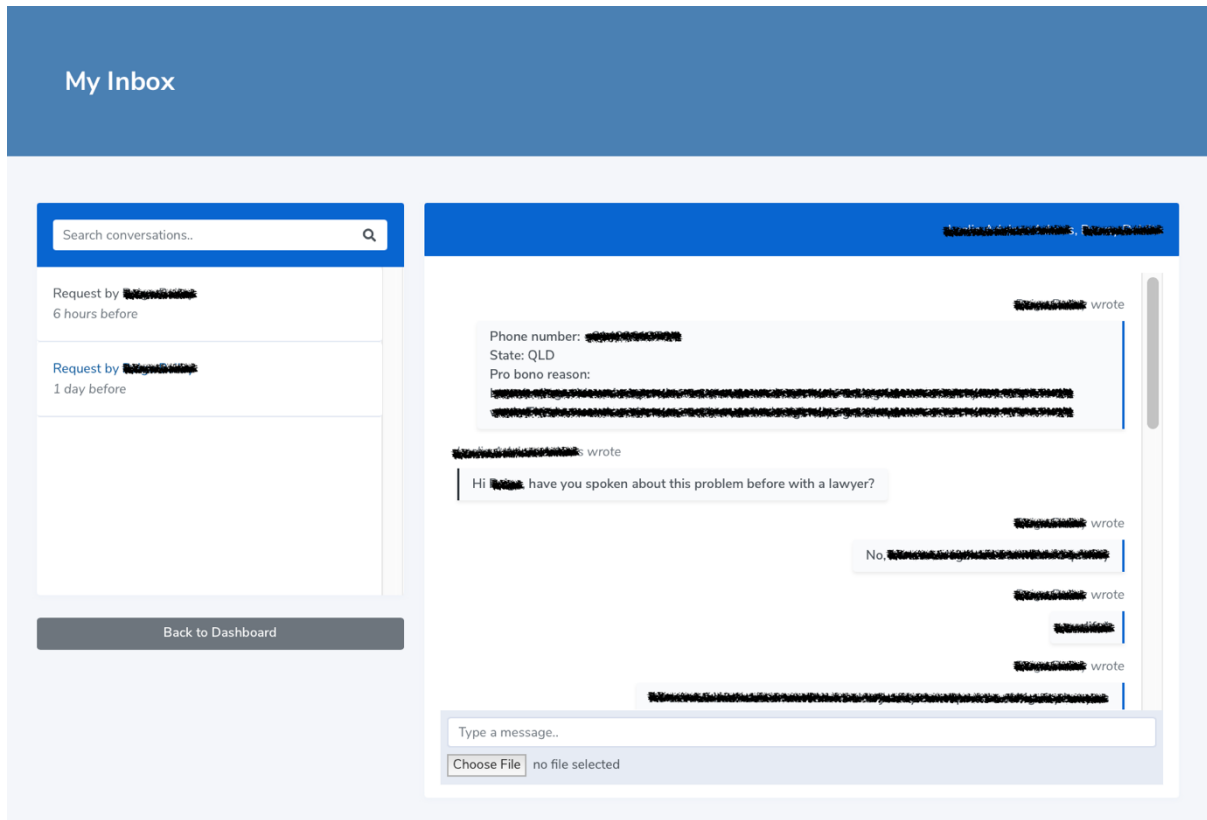
Drag and dop any supporting files that might help understand your request.

Upload

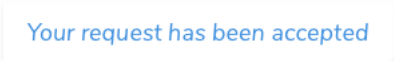
Back **Submit**

### Step 3: Request Review

An Advisor will then review your request. During this time, they may message you with potential questions to better understand you and your matter before accepting or declining your pro bono request. It may look a little something like this:

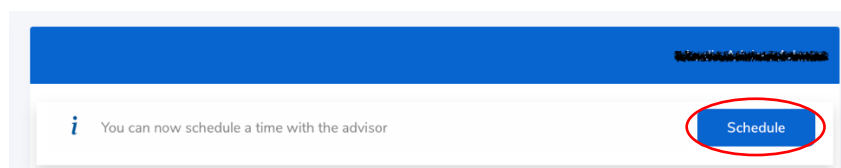


If an Advisor approves your pro bono submission, you will receive the following notification:



If your pro bono submission is declined, your request will be sent back to the Advisor pool. This means another Advisor may contact you about your case.

Following an accepted pro bono case, you will be able to schedule a video session with the Advisor. You can schedule a video call following the steps below.



The Advisor’s calendar is then displayed outlining their availability to attend video sessions. By having access to the Advisor's calendar, you can choose any time that suits you.

Please click on your preferred starting hour and date that is represented in green

Timezone:  
Australia/Brisbane

22 – 28 Jul 2021

	Thu 22/07	Fri 23/07	Sat 24/07	Sun 25/07	Mon 26/07	Tue 27/07	Wed 28/07
all-day							
07					07:00 GMT+10 - Avail.		
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You only need to book one session for 20 minutes as you can extend it by 10 minutes at a time up to 1 hour total so long as the Advisor is also able to spare that time. Once you select your time, you will see this screen:

You are about to schedule a Pro Bono video call on

23/07/2021 at 09:00am  
GMT +10:00 Australia/Brisbane

with **Julio Alvarez Hernandez**

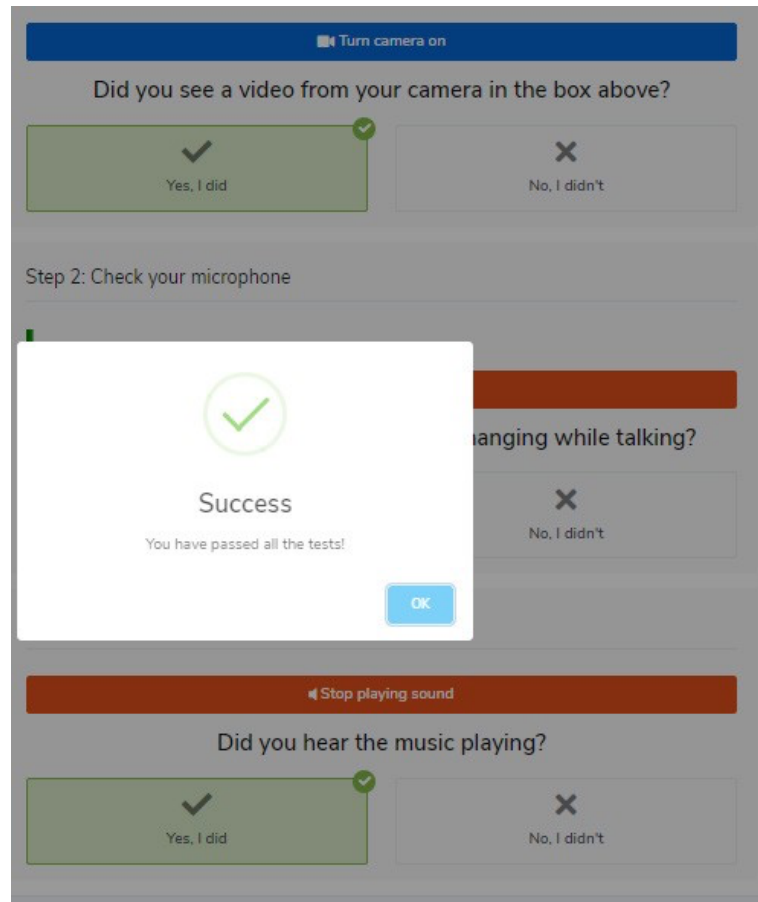
I accept the Customer Terms and have tested my Video Capabilities

**Confirm booking**

Back ↩

You must click to accept the Customer Terms and confirm you have tested your Video Capabilities before confirming the booking.

When testing your video and audio on your personal device, you will see the following screen.



When testing your video and audio on your personal device, you will see the following screen. Ideally, the device you are testing now will be the same device you will use for your video call with the advisor. If you are not using the same device, that is okay. You test your computer's video capability at any time using the following link: <https://lawonearth.com.au/browser-check>

## Step 4: A Student is Added to the Case

Once you schedule a video session with the Advisor, a student from QUT will attach to your case.

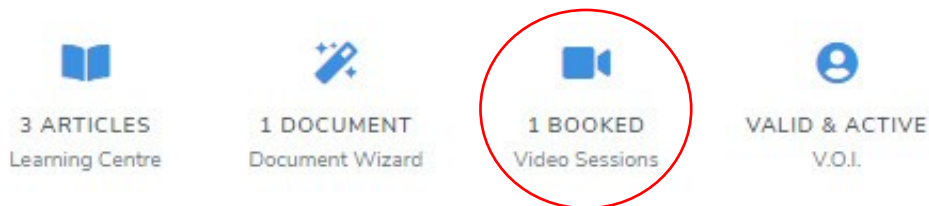
Session is booked for  
2:00PM, Thursday 22/07/2021

A student has been added to the Case

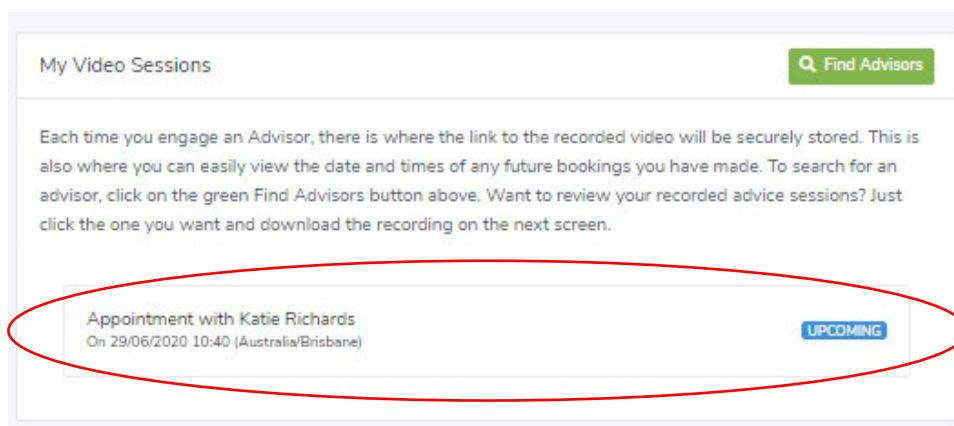
The student is also added to the chat you have with you and the Advisor. They will be able to read the previous messages, so there will be no need to re-explain your situation.

## Step 5: Video Session

Next up will be your video session. This session will include you, the Advisor and QUT student matched to your case. To find the link to your video session, go to your dashboard and look under “Booked Video Sessions”:



Once you have clicked into this window, you will see your appointment.



After your advice session, your legal advice video will be encrypted and stored securely in your Video Sessions tab.

Make sure you are online and clicked on the appointment just before your session begins.

Remember, this session is recorded, so if you need to access it at a later date (to review the advice given by the Advisor), you can. To access your recorded session, click on the session you want to watch again, and you will be taken to this screen where you need to click the green “Download recording” button. You will receive an email where you must then verify that you are intending to download the video. After that, the advice session will begin downloading.



The email that will go to your inbox looks like this. Click on the “Download my recording” to continue with the process.

### Video Session Download

Dear Katie Richards,

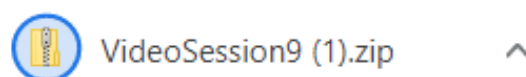
You have requested a temporary link to download your video session recording. Click the button below to download your recording.

NOTE: Your download link will expire in 30 minutes.

[Download my recording](#)

Regards,  
Law On Earth Team

It will then open up like this down the bottom of the screen on the left-hand side of the platform:



## Step 6: Complete Follow up Tasks

During the session, the Advisor may give you a list of steps for you and the student to complete to help in processing your matter. The student will support you during this matter by undertaking additional legal research or assisting you in filling out any relevant forms or documents. **The student is not able to give you legal advice.**

You and the student can communicate via the chat that you have already been using.

Throughout the process, the student will likely be engaging with the Advisor privately to ensure the work they are completing is correct.

If you need to contact the Advisor directly (without the student knowing), you can start a new conversation by finding their Advisor profile under “Get Legal Advice”. Alternatively, you can alert the Law On Earth support team ([hello@lawonearth.com](mailto:hello@lawonearth.com))

**Katie Richards**  
Managing Partner @ Virtual Legal

Send a message  
Schedule a video call

**Areas of expertise**  
Contract Reviews, Agreement Drafting, Independent Contractors, Due Diligence, Start-up Strategy, Governance & Risk, Technology, Social Media, Business Purchase/Sale, Franchising, Business Strategy, Retail Shop Leasing

**States**  
New South Wales, Queensland, Victoria

**Bio**  
Katie is a business and property lawyer and one of Australia's most awarded entrepreneurs. She advises startups, small business and also larger corporates on business strategy, not only from a legal perspective but also taking into consideration her wealth of business experience nationally and internationally. Katie is the founder of Law On Earth and very passionate about finding ways to ensure every Australian has the ability to get advice and guidance in their every day lives and in business. So whether you are looking to get into business, or perhaps get out of business, or you just need advice on your lease, Katie is your best choice.

Katie Richards  
Managing Partner  
Virtual Legal

Virtual Legal

Send a message  
Schedule a video call

Joined 01 July 2019

260 view(s) Back to advisors

**Advisor Contact Form**

Your Message

Send Message to Katie Richards

## Step 7: Final Video Session

If necessary, you can book a final video session with the student and Advisor to revise your work and answer any final questions you may have.

## Frequently Asked Questions

- [Navigating your dashboard](#)
- [How to verify your email address](#)
- [How to complete your VOI application](#)
- [How to send a file during an advice session](#)
- [How to download a recorded advice session](#)
- [How to create a document using Law On Earth](#)
- [How to edit a document](#)
- [How to register a Company on Law On Earth](#)

## Law On Earth Support:

Phone: 1300 66 46 88

Email: [hello@lawonearth.com.au](mailto:hello@lawonearth.com.au)