



getting off the telephone effective legal referral 2009 workbook

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1. Value and respect the client

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- S. ...
- D. ...
- D. ...
- M. ...
- J. ...

Exercises

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3. Identify the information and referral needs of the client

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Legal Issues

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Non-legal Issues

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5. Knowledge of the law and legal system

1. The law is a set of rules that governs the behaviour of individuals and organisations in a society. It is a system of norms and standards that are enforced by the state.

2. The law is a set of rules that governs the behaviour of individuals and organisations in a society.

3. The law is a set of rules that governs the behaviour of individuals and organisations in a society.

4. The law is a set of rules that governs the behaviour of individuals and organisations in a society.

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18. The law is a set of rules that governs the behaviour of individuals and organisations in a society.

Limitation dates

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2. The law is a set of rules that governs the behaviour of individuals and organisations in a society.

3. The law is a set of rules that governs the behaviour of individuals and organisations in a society.

4. The law is a set of rules that governs the behaviour of individuals and organisations in a society.

5. The law is a set of rules that governs the behaviour of individuals and organisations in a society.

6. The law is a set of rules that governs the behaviour of individuals and organisations in a society.

Giving 'Friendly Advice'

1. The law is a set of rules that governs the behaviour of individuals and organisations in a society.

2. The law is a set of rules that governs the behaviour of individuals and organisations in a society.

3. The law is a set of rules that governs the behaviour of individuals and organisations in a society.

4. The law is a set of rules that governs the behaviour of individuals and organisations in a society.

5. The law is a set of rules that governs the behaviour of individuals and organisations in a society.

Remember

1. The law is a set of rules that governs the behaviour of individuals and organisations in a society.

2. The law is a set of rules that governs the behaviour of individuals and organisations in a society.

3. The law is a set of rules that governs the behaviour of individuals and organisations in a society.

4. The law is a set of rules that governs the behaviour of individuals and organisations in a society.

5. The law is a set of rules that governs the behaviour of individuals and organisations in a society.

6. The law is a set of rules that governs the behaviour of individuals and organisations in a society.

Finding plain language legal information online

Legal Aid Commission of NSW
http://www.legalaid.nsw.gov.au

Legal Aid Commission of NSW

http://www.legalaid.nsw.gov.au
Legal Aid Commission of NSW
http://www.legalaid.nsw.gov.au

LawAccess NSW

http://www.lawaccess.nsw.gov.au
LawAccess NSW
http://www.lawaccess.nsw.gov.au

LawAccess NSW
http://www.lawaccess.nsw.gov.au

Legal Information Access Centres (LIAC)

http://www.liac.nsw.gov.au
Legal Information Access Centres (LIAC)
http://www.liac.nsw.gov.au

Plain Language Law Newsletter

http://www.pll.nsw.gov.au
Plain Language Law Newsletter
http://www.pll.nsw.gov.au

Combined Group of Community Legal Centres of NSW

http://www.cglc.nsw.gov.au
Combined Group of Community Legal Centres of NSW
http://www.cglc.nsw.gov.au

National Association of Community Legal Centres

http://www.nacclc.org.au
National Association of Community Legal Centres
http://www.nacclc.org.au

G. ... L. ... NS ...

E. ... LIAC ...

R. ... NS ...

A. ...
C. ...
F. ...
C. ...

... f ... f ... ?

A. ...
R. ...

6. Knowledge of service providers

Section 10(1) of the Consumer Protection Act 2008 states that a consumer has the right to be informed about the goods and services they purchase. This includes the right to know the identity of the service provider and the right to be informed of any risks associated with the service. The Act also requires service providers to provide clear and accurate information about their services and to disclose any conflicts of interest.

Section 10(2) of the Consumer Protection Act 2008 states that a consumer has the right to be informed of any risks associated with the service. This includes the right to know the identity of the service provider and the right to be informed of any risks associated with the service. The Act also requires service providers to provide clear and accurate information about their services and to disclose any conflicts of interest.

Conflict of interest

Section 10(3) of the Consumer Protection Act 2008 states that a consumer has the right to be informed of any risks associated with the service. This includes the right to know the identity of the service provider and the right to be informed of any risks associated with the service. The Act also requires service providers to provide clear and accurate information about their services and to disclose any conflicts of interest.

Section 10(4) of the Consumer Protection Act 2008 states that a consumer has the right to be informed of any risks associated with the service. This includes the right to know the identity of the service provider and the right to be informed of any risks associated with the service. The Act also requires service providers to provide clear and accurate information about their services and to disclose any conflicts of interest.

Section 10(5) of the Consumer Protection Act 2008 states that a consumer has the right to be informed of any risks associated with the service. This includes the right to know the identity of the service provider and the right to be informed of any risks associated with the service. The Act also requires service providers to provide clear and accurate information about their services and to disclose any conflicts of interest.

7. Make referrals appropriate to the needs of the client

Client: I'm a 45-year-old male, single, with a history of depression and anxiety. I've been struggling with these issues for several years and haven't been able to get a good grip on them. I'm looking for a therapist who can help me manage my symptoms and improve my overall well-being.

Therapist: I understand your concerns. It sounds like you've been dealing with a complex set of challenges. I'd like to know more about your current symptoms and how they're affecting your daily life.

Client: Well, I've been experiencing persistent sadness, loss of interest in activities I used to enjoy, and difficulty concentrating.

Therapist: How long have these symptoms been present?

Client: They've been ongoing for about three years.

Therapist: I see. Have you ever sought professional help for these issues?

Client: Yes, I've seen a therapist in the past, but it didn't seem to help much. I'm looking for a more effective approach.

Therapist: I appreciate your honesty. It's important to find a therapist who's a good fit for you. What are your preferences for a therapist?

Client: I prefer someone who's experienced and has a good track record with clients like me.

Therapist: I understand. Based on your needs, I'd recommend a therapist who specializes in cognitive-behavioral therapy (CBT) and has experience working with clients with depression and anxiety. I can provide you with a list of potential therapists in your area.

Client: That would be helpful. Thank you.

Therapist: You're welcome. I'll be happy to assist you in finding the right therapist for your needs.

Client: I'll look into the options you provided. Thank you for your time and advice.

Therapist: You're welcome. I'll be here if you need any further assistance.

Client: I'll be in touch if I have any questions. Thank you again.

Therapist: You're welcome. I'll be here if you need any further assistance.

8. Preparing your client for an interview with a lawyer

A _____

D _____

G _____

E _____

M _____

Questions to Ask Your Lawyer

Is _____?

Is _____?

Is _____?

Is _____?

Is _____?

Is _____?

How _____?

How _____?

Exercise

_____?

Appendix I

Case Studies

Example of a referral roundabout: effective legal referral

Domestic Violence

Question: [Illegible text]

Family Law

Question: [Illegible text]

Bank complaint

Example of a referral roundabout: effective legal referral

Complaint about a Solicitor

Example of a referral roundabout: effective legal referral

Electricity

...t b ... r ... D ... H. t. r. f. b. ... r. t. ...
... b. b. ... r. t. ... 7 ... r. f. ... b. t. r. ... r. t. ... r. S.
... r. 3 ... t. f. b. ... r. ... b. b. r. ... r. f. ... r. r. b. ?

Sexual Assault

...t b ... r ... t ... r. r. t. ... r. b ... r. S. ... r. ...
... r. ... f ... b. ... r. ... t ... t ... ?

Consumer Complaint

...t b ... r ... t ... r. ... b. ... r. ... r. ...
... t ... r. ... r. ... f ... r. ... r. b ... r. S.
... b ... r. ... b ... r. ... b ... r. ... r.
r. t. b. S. ... r. t. ... CR ... r. ... r. ...
... t ... r. t. ... t. ... f. ... t. ...

... r. ... r. ... r. ... r. ... r. ... t ...
... t b ... CR ... f ... b ...
... \$200 ...
... CR. ... t b ... t. ... r. ... t. ... f ... b ...
... CR. ... t b ... r ... t ... r. ... t ... b. t. r. ...
... t ... r. ... CR ... CR ... r. ...
... r. ... r. ... b. t. ... r. t. ... CR.

... b ... t b ... f ... r. ... r. r. b. ... r. ... ?

Appendix II

Information on Local Legal Service Providers

Arbitration, mediation, and other forms of dispute resolution are available through the courts, the state bar, and other organizations. The state bar provides a list of providers on its website. The state bar also provides a list of providers on its website. The state bar also provides a list of providers on its website.

Courts, state bar, and other organizations provide a list of providers on their websites.

Community Legal Centre

Address: -----

Phone: -----

Office hours: -----

Do you have any questions about the referral process?

Do you have any questions about the referral process?

Do you have any questions about the referral process?

Do you have any questions about the referral process?

Additional information about the referral process.

Tenancy Advice Service

Address: -----

Phone: -----

Office hours: -----

Do you have any questions about the referral process?

Do you have any questions about the referral process?

Do you have any questions about the referral process?

Do you have any questions about the referral process?

Additional information about the referral process.

Women's Domestic Violence Court Assistance Scheme

Address: -----

Postcode: -----

Office number: -----

Day, time and frequency of sessions? Day Time
Day, time and frequency of sessions? Day Time

Day, time and frequency of sessions? Day Time
Day, time and frequency of sessions? Day Time

Additional information about the case, including any relevant court dates, orders, or other legal proceedings.
Additional information about the case, including any relevant court dates, orders, or other legal proceedings.

Community Justice Centre

Address: -----

Postcode: -----

Office number: -----

Day, time and frequency of sessions? Day Time
Day, time and frequency of sessions? Day Time

Day, time and frequency of sessions? Day Time
Day, time and frequency of sessions? Day Time

Additional information about the case, including any relevant court dates, orders, or other legal proceedings.
Additional information about the case, including any relevant court dates, orders, or other legal proceedings.

The Local Court

Answer:-----

Parent:-----

Order of the court:-----

Does the court have jurisdiction over the child?
Does the court have jurisdiction over the child?
Does the court have jurisdiction over the child?

Yes No
Yes No

Does the court have jurisdiction over the child?
Does the court have jurisdiction over the child?

Yes No
Yes No

Answer:-----
Parent:-----
Order of the court:-----

Family Court

Answer:-----

Parent:-----

Order of the court:-----

Does the court have jurisdiction over the child?
Does the court have jurisdiction over the child?
Does the court have jurisdiction over the child?

Yes No
Yes No

Does the court have jurisdiction over the child?
Does the court have jurisdiction over the child?

Yes No
Yes No

Answer:-----
Parent:-----
Order of the court:-----

Appendix III

Legal Referral Competencies

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- C
- M
- K
- K
- P

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f. r

S

Value and respect the customer

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Knowledge of service providers

- ▶ Know the names of service providers in your area
- ▶ Know the types of services they provide
- ▶ Know the locations of service providers
- ▶ Know the hours of operation of service providers
- ▶ Know the contact information of service providers
- ▶ Know the referral process of service providers
- ▶ Know the eligibility requirements of service providers
- ▶ Know the cost of services provided by service providers
- ▶ Know the quality of services provided by service providers
- ▶ Know the reputation of service providers
- ▶ Know the availability of services provided by service providers
- ▶ Know the accessibility of services provided by service providers
- ▶ Know the cultural competence of service providers
- ▶ Know the language services provided by service providers
- ▶ Know the accessibility of services provided by service providers
- ▶ Know the availability of services provided by service providers
- ▶ Know the accessibility of services provided by service providers
- ▶ Know the cultural competence of service providers
- ▶ Know the language services provided by service providers

Participate in and know about own agency

- ▶ Know the mission and vision of your agency
- ▶ Know the values and beliefs of your agency
- ▶ Know the history of your agency
- ▶ Know the current and future goals of your agency
- ▶ Know the services provided by your agency
- ▶ Know the referral process of your agency
- ▶ Know the eligibility requirements of your agency
- ▶ Know the cost of services provided by your agency
- ▶ Know the quality of services provided by your agency
- ▶ Know the reputation of your agency
- ▶ Know the availability of services provided by your agency
- ▶ Know the accessibility of services provided by your agency
- ▶ Know the cultural competence of your agency
- ▶ Know the language services provided by your agency
- ▶ Know the accessibility of services provided by your agency
- ▶ Know the availability of services provided by your agency
- ▶ Know the accessibility of services provided by your agency
- ▶ Know the cultural competence of your agency
- ▶ Know the language services provided by your agency

Notes

Dotted lines for writing notes.