

## HOW TO MAKE A LEGAL REFERRAL

### For support workers and other professionals

If you have a client with a legal problem, it is important that we speak to them directly to confirm their details and book an appointment.

There are four ways that you can make a warm referral to our service:

#### 1. Send us a Referral Email

In your email, please provide the following information about your client:

- First Name, Last Name, Any other names
- Date of Birth
- Contact Phone Number
- Type of Legal Problem (selected from the list of options on the Referral Form)
- Names of any other parties involved in the legal matter
- Any support needs your client has (for example, if the need an interpreter, information about disability access, and any other personal or cultural needs that we should be aware of when making an appointment)

We will use the information you have provided to perform a quick assessment and determine if we are able to help, before calling your client to confirm their details and book an appointment.

If we are not able to help your client, we will let you know and send you some other referral options via email.

#### 2. Call us while you are with your client and hand the phone to them so that we can confirm their details and make an appointment.

We will ask you client for some information about their legal problem and confirm their personal details. We will then do a quick assessment and determine if we are able to help, before booking your client in for an appointment. If we are not able to help, we will give you client some information about other legal services that may be able to assist.

#### 3. Bring your client to our office to make an appointment in person.

We will ask you client for some information about their legal problem and confirm their personal details. We will then do a quick assessment and determine if we are able to help, before booking your client in for an appointment. If we are not able to help, we will give you client some information about other legal services that may be able to assist.

#### 4. Call us book a telephone appointment for a Secondary Consultation

We will schedule a time for one of our lawyers to call you back. They can provide general legal information and answer any questions you might have about a particular areas of law and the most appropriate referral options for your clients.

#### **Please note, secondary consultations are for general information only.**

We cannot discuss the specific details of your client's legal issue, as this would constitute 'legal advice'.

The purpose of a secondary consultation is help you to explain general legal processes to your client, and to make appropriate referrals for legal advice.

During the secondary consultation, please **do not disclose your client's name or any other identifying information specific to their situation.**

For more information about our legal services, please see our website.

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