



Cooperative Legal Service Delivery

REFERRAL PROTOCOL

FOR LEGAL ADVICE AND MINOR ASSISTANCE

Under this protocol, Coalition Partners agree to undertake the following to ensure our clients receive the assistance they need.

1. There is a mutual obligation on all Coalition Partners to accept referrals where appropriate and practical.
2. When a client approaches a Coalition Partner for assistance they will be asked if they have already seen another service or Coalition Partner.
3. A Coalition Partner will not finalise a referral until the other Coalition Partner has accepted that referral.
4. Where appropriate, the referring Coalition Partner will make an appointment with the other Coalition Partner on behalf of the client, and provide the client with a written confirmation.
5. Referrals conducted as a part of minor assistance will be legal officer to legal officer and accompanied by formal handover of the matter including relevant documentation.
6. Monitoring of referrals and interagency cooperation will occur as part of Cooperative Legal Service Delivery (CLSD) meetings.
7. The referral process will not be used as a means of "disposing" of clients.