

Referral and Representation Policy

Principles of Referral Policy

1. TLC will develop and maintain a Panel of Solicitors, Legal firms and migration agents who are willing to take up work referred to them by TLC.
2. TLC will identify solicitors/legal firms and migration agents who are willing to be on its approved panel of service providers as part of the referral service on the following basis:

They are willing to:

- i. treat TLC clients with respect in the same way as someone who pays for the legal services;
 - ii. provide the first interview free of charge;
 - iii. provide their hourly rate and other possible charges for the matter at the first consultation to clients, so that the clients are fully informed of these charges;
 - iv. provide a short written advice on the merits of the case; and
 - v. provide legal services at the Legal Aid fee if the matter fits within the Legal Aid NSW's criteria.
3. Where available, clients will be advised by solicitors of the prospects of pro bono carriage and availability of legal aid.
 4. TLC Solicitor-Volunteers interviewing clients at TLC shall provide three appropriately skilled and qualified practitioners from the TLC referral book.
 5. Any referral provided by a solicitor should be included on the TLC Advice Sheet such that the Honorary Director or the Principal Solicitor shall be in a position to review and authorise such referrals.

Self Referral

6. Solicitor-Volunteers at TLC should not directly or indirectly promote their practice and arrange self referrals. They should indicate that they will not be able to assist the TLC clients as Private solicitors, but are only allowed to render legal assistance on a pro bono basis if at all possible.
7. Where TLC receives complaints about a member on the Panel, the Hon Director of TLC will conduct necessary and appropriate inquiry and as a result of such inquiry may remove that firm or person from the Panel.

Representation of Clients

8. At the present time, TLC does not represent clients in matters in any capacity before a Court or Tribunal. Volunteers should not claim that they represent TLC while representing any matter before any tribunal or court.
9. TLC normally does not represent clients before a Court or Tribunal. However, for special reasons as determined by the Honorary Director or the Principal Solicitor, representation by a legal practitioner (solicitor/Barrister) may be supported/allowed on pro bono basis. In certain cases, law student volunteers may be requested to act as support persons for vulnerable clients, when a suitable legal practitioner is not available.

Client Referral Sheet

Client Name		Date ____ / ____ / 20 ____	
Address			
Suburb		State	Postcode
Phone ()		Email	
Type of matter			

We have provided you the details of the following three people or firms from our panel.

1.	2.	3.
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Solicitor / Volunteer recommending referrals _____

Honorary Director / Principal Solicitor _____

This Sheet is not a warranty by this Centre as to the Works of the above parties, and if you choose to engage any of these firms or sole practitioner there is no connection between them and TLC Centre.

A copy of this form must be attached to the client's Advice Sheet