

**UMSU Legal Service**

**Information and Referral Policy**

Policy number: 004	Date adopted: 12.11.2014
Authorised by: Phoebe Churches, Manager, Advocacy & Legal	
Date last reviewed: 10.11.2016	Reviewed by: A & L SAG
Date of next review: 10.11.2017	
<b>Policy context:</b> This policy relates to:	
Standards or other external requirements	
UMSU standards	Advice & Casework Policy Casework Guidelines File Management Policy Confidentiality Policy
Legislation or other requirements	<u><a href="#">Legal Profession Uniform Law Application Act 2014 (Vic)</a></u> <u><a href="#">Legal Profession Uniform General Rules 2015</a></u> <u><a href="#">Legal Profession Uniform Law Australian Solicitors' Conduct Rules 2015</a></u> <u><a href="#">Legal Profession Uniform Legal Practice (Solicitors) Rules 2015</a></u>

**POLICY STATEMENT**

UMSU Legal Service offers information and/or referral to students in the following circumstances:

- Where an inquiry is most effectively and efficiently dealt with by the provision of information or a referral;
- where the legal advice sought is outside the scope of the Legal Service;
- where a conflict of interest is identified;
- where an inquiry is made by a person who is not a currently enrolled student of Melbourne University.

The Legal Service will maintain procedures for making referrals to other community legal service providers and maintain a contact list for relevant community legal service options.

The Service will check annually that other relevant community organisations and practitioners have the capacity to provide a service to people being referred by the Service.

Where appropriate, the Service will make referrals to legal aid, private legal practices, services offered by Melbourne University and other agencies. The Legal Service will, prior to making such a referral:

- a. establish the appropriateness of the referral;
- b. prevent a conflict of interest in making a referral to a practice or agency;
- c. provide at least two options to people receiving referrals where more than one option exists; and
- d. maintain a contact list for relevant private practice options.

In some situations, clients may be referred to non-legal services or agencies. For this purpose, the Legal Service will maintain a current list of community services likely to be relevant to students seeking assistance. Where possible the Legal Service will provide students with pamphlets or other printed information about, and made available by, community services to whom they are being referred.

Where appropriate, direct referrals should be made in consultation with the Principal Solicitor.

Where the Principal Solicitor is unavailable, clients should be referred to the following websites:

For general referral advice: [http://www.fclc.org.au/cb\\_pages/getting\\_legal\\_help.php](http://www.fclc.org.au/cb_pages/getting_legal_help.php)

For those specifically seeking referral to private firms: <http://www.liv.asn.au/Referral>

For other Community Legal Services: [http://www.fclc.org.au/find\\_a\\_clc.php](http://www.fclc.org.au/find_a_clc.php)

## DOCUMENTS

Documents related to this policy	
Related policies	See above
Forms or other organisational documents	Legal Service Charter
Policy review frequency: Annually	Responsibility for review: A & L SAG
<p>Review process: The Advocacy &amp; Legal Student Advisory Group in conjunction with the Principal Solicitor has responsibility for leading the review of this policy. The process for reviewing the policy includes:</p> <ul style="list-style-type: none"> <li>• Assessment of policy implementation to date;</li> <li>• Those covered by the policy are provided with the opportunity to give feedback;</li> <li>• All feedback and suggestions will be considered by the review of the policy;</li> <li>• Proposed changes will be presented to UMSU staff to achieve consensus;</li> <li>• A &amp; L SAG will endorse the finalised policy; and</li> <li>• The policy will be available on the Legal Services web page.</li> </ul>	