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This document outlines the type of work you can expect from a PLT Placement with the MOSAIC Project at Justice Connect.

The MOSAIC Project is a program of Justice Connect's Referral Service that provides free legal assistance and advocacy to refugees, asylum seekers and recently arrived migrants (who are from a non-English speaking background).

Pro bono lawyers provide free face-to-face legal assistance at appointments delivered at Australian Redcross and Life Without Barriers.

Sometimes an advice at the service will be sufficient. Other times, MOSAIC will refer clients to lawyers for representation. We always use professional interpreters, if required, to communicate with our clients.

MOSAIC is a generalist service connecting clients with pro bono lawyers for advice in relation to any civil law issues such as fines, credit and debt, housing, car accidents, and discrimination. MOSAIC **does not** provide advice on criminal law, family law or immigration matters.

MOSAIC also undertakes community legal education for caseworkers, community organisations and individuals as well as policy and law reform.

The MOSAIC PLT will have the following responsibilities:

- Responding to telephone enquiries about MOSAIC, assessing whether clients are eligible for MOSAIC assistance and
- Attending the MOSAIC appointment locations and assisting with paralegal tasks such as client intake, arranging calls to interpreters, and other administrative tasks as required;
- Inputting and maintaining accurate client information and communications on the Justice Connect Information Management System – PIMS database;
- communicating and liaising with clients, caseworkers, government departments, pro bono lawyers and other stakeholders;
- Assisting in the development and preparation of precedents, legal research memos and other scoping documents as required;
- Assisting in the development of policy and law reform related work; and
- Assisting in referring matters to Justice Connect's member firms for clients to receive ongoing legal assistance.