

## Referral Service

### PLT POSITION DESCRIPTION

This document outlines the type of work you can expect from a PLT Referral Service Placement at Justice Connect.

#### 1. Referral Service

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Referral Service casework is a central part of Justice Connect's strategy of delivering access to justice through pro bono. The Referral Service provides PLT students with an opportunity to develop practical and procedural legal experience and skills across diverse practice areas. The Referral Service makes referrals to barristers and solicitors on behalf of individuals experiencing disadvantage and organisations that assist them or where the matter is in the public interest.

More information about the Service is available at <https://www.justiceconnect.org.au/get-help/referral-service>.

The Referral Service team operates in Sydney and Melbourne, and therefore you may carry out work for staff members in either state.

#### 2. What to expect from your placement with the Referral Service

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Referral Service work exposes PLT students to:

- i. the intake of new telephone enquiries;
- ii. taking information and communicating with clients;
- iii. file management: inputting and maintaining accurate client information and communications on the Justice Connect Information Management System – PIMS database;
- iv. providing supervised legal information to clients;
- v. supporting the work of Referral Service Lawyers including communicating with lawyers, case workers and the courts/tribunals, and drafting correspondence and referral memoranda;
- vi. legal research, analysis and problem solving; and
- vii. participating in team casework meetings.

Referral Service work does not involve the provision of legal advice.