

# Legal referral services – the best way forward in Victoria

**VENUE** Lionel Murphy Centre, 360 Queen St, Melbourne

**DATE** Wednesday 22 June, 2011

**TIME** 10.15 am – 1.00 pm

Appropriate referrals that provide clients the right advice and casework are central to the effort to provide legal services for socially and economically disadvantaged people in Victoria.

This forum will explore the current and emerging landscapes in this area and draw on the experience of different states and sectors. It is hoped that this forum will help to stimulate an on-going dialogue within the sector and with government on systemic solutions. The issues the forum will address include:

- The difference between legal access and legal information
- What are warm referrals and how are they done?
- How to short-circuit the referral merry-go-round?
- When do people need specialist advice?
- What are the best models for legal referral?
- Do we need a common database or referral tool?
- How do we provide training in legal referral work for the sector's workforce?
- What are the pros and cons of 'One Gateway' solutions?

## Program

- 10.15 am**     **Registrations**
- 10.25 am**     **Welcome**  
Fiona McLeay, Executive Director, PILCH
- 10.30 am**     **Keynote speaker**  
Ms Jane Pritchard, Director, Law Access NSW
- 11.15 am**     **Morning tea and networking**
- 11.45 am**     **Panel discussion 'Legal referral access in Victoria – the best way forward'**  
**Facilitator:** Hugh de Kretser, Executive Officer, Federation of Community Legal Centres  
**Panel:** Samantha Horsfield, Co-Director, Civil Justice Access & Equity, Victoria Legal Aid  
Gregor Husper, Director of Referral Services, PILCH  
Mark O'Brien, CEO, Tenants Union of Victoria  
Samiro Douglas, CEO, WIRE (Women's Information and Referral Exchange Inc)  
Panel member from the Victorian Department of Health TBA
- 1.00 pm**     **Close and lunch**

**RSVP** by Friday 10 June to Jennie Chainey – [jenniec@vla.vic.gov.au](mailto:jenniec@vla.vic.gov.au) or (03) 9269 0138

Please specify any dietary needs.

Video conferencing will be available for this forum. Please arrange by contacting the Administrative Services Manager of your closest VLA office.

For more information contact Simon Roberts – [simonr@vla.vic.gov.au](mailto:simonr@vla.vic.gov.au) or (03) 9269 0545