

inTouch Legal Centre: Service Guidelines

The inTouch Legal Centre is a specialist community legal centre. Our dedicated legal team provides initial advice and ongoing legal representation to our clients and our community.

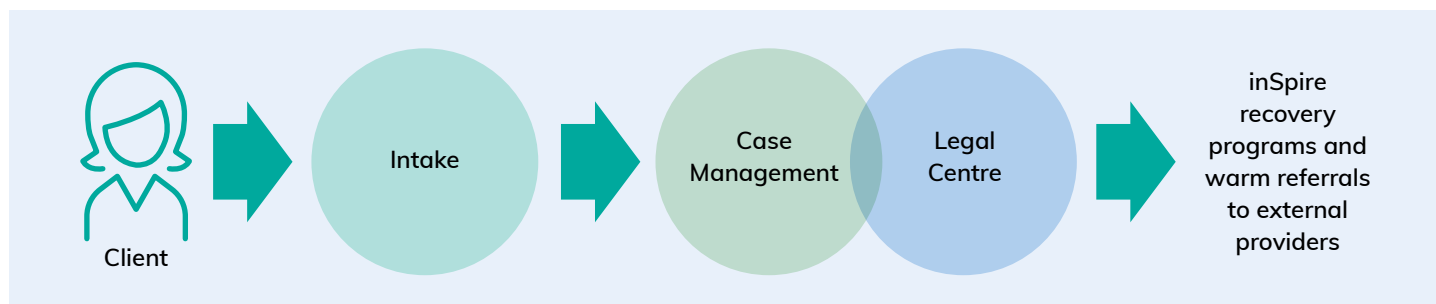
How we work

The inTouch Legal Centre has an integrative practice model. We provide legal advice and assistance to clients who are already receiving support through inTouch's case managers and are the first multidisciplinary practice in Australia to provide this type of inclusive service response.

Clients are required to go through the inTouch intake process and case management services before they can be referred to the inTouch Legal Centre. We do not accept direct referrals for legal advice and representation,

however we do provide secondary consultations for [legal](#) and [migration](#) issues.

Our case management services are provided inLanguage, inCulture- where possible, clients are allocated to a case manager that can work with them in their language. This support includes risk management, safety planning and providing information on/making referrals to Centrelink and external providers for housing, mental health, financial counselling and other services as required.



How we prioritise legal services

All clients referred to our legal service will be provided with initial legal advice through our **Advice Clinics**.

We run a number of clinics including:

- Weekly Advice Clinics
- Victims of Crime Clinic
- Divorce Clinics
- Outreach programs through our Health Justice Partnerships

Our lawyers also provide ongoing legal assistance and representation according to the following principles:

1. **Ongoing legal representation** depends on the barriers the client faces when accessing legal services, for example, if there are risks to the clients' safety or particular vulnerabilities they and/or their children face in the legal system.
2. When a client is experiencing multiple barriers, her matter may be further prioritised for our services.
3. It is at the discretion of the Principal Lawyer to change or adapt the principles of service depending on the individual circumstances of the client.

Our lawyers will prioritise the following clients:

- Clients who have limited English language skills
- Clients who have limited financial means and resources – we will take into account income and assets
- Clients who are in immediate danger/risk of violence
- Clients who are in immediate danger/risk of losing their children
- Clients whose children are in danger
- Clients who are at risk of deportation or visa cancellation, and
- Clients who are isolated and/or have limited supports in the community

Who we help

Eligibility criteria for inTouch case management and legal services:

- Are women or gender non-binary clients agreeable to support from a women's service
- Are a migrant and/or refugee
- Are aged 18 years and older
- Reside in Victoria
- Are experiencing current or ongoing impact of family violence
- Require an in-language and/or culturally tailored family violence service response
- Require support across multiple areas and/or have complex needs

What we do

inTouch's Legal Centre offers the following services:

- Protection from family violence – intervention orders
- Family law dispute resolution and representation in the family law courts in the following areas:
 - Parenting
 - Small property settlements
 - Spousal maintenance
- Immigration and visa assistance
- Victims of Crime Assistance Tribunal (VOCAT) applications
- Divorce clinics
- Secondary consultations (secondary consultation requests need to be submitted through the inTouch [website](#))

Note: We cannot provide legal representation at Family Violence Intervention Order (FVIO) Mentions and Direction Hearings. We can assist with Further and Better Particulars and Contest hearings.

Contact us

Details for case management referral:

- Self-referral: Phone: 1800 755 988 or via [website](#) www.intouch.org.au
- Formal referrals: via [website](#): www.intouch.org.au or email: intake@intouch.org.au (website referrals are preferred and should have MARAM and all relevant documents attached).

