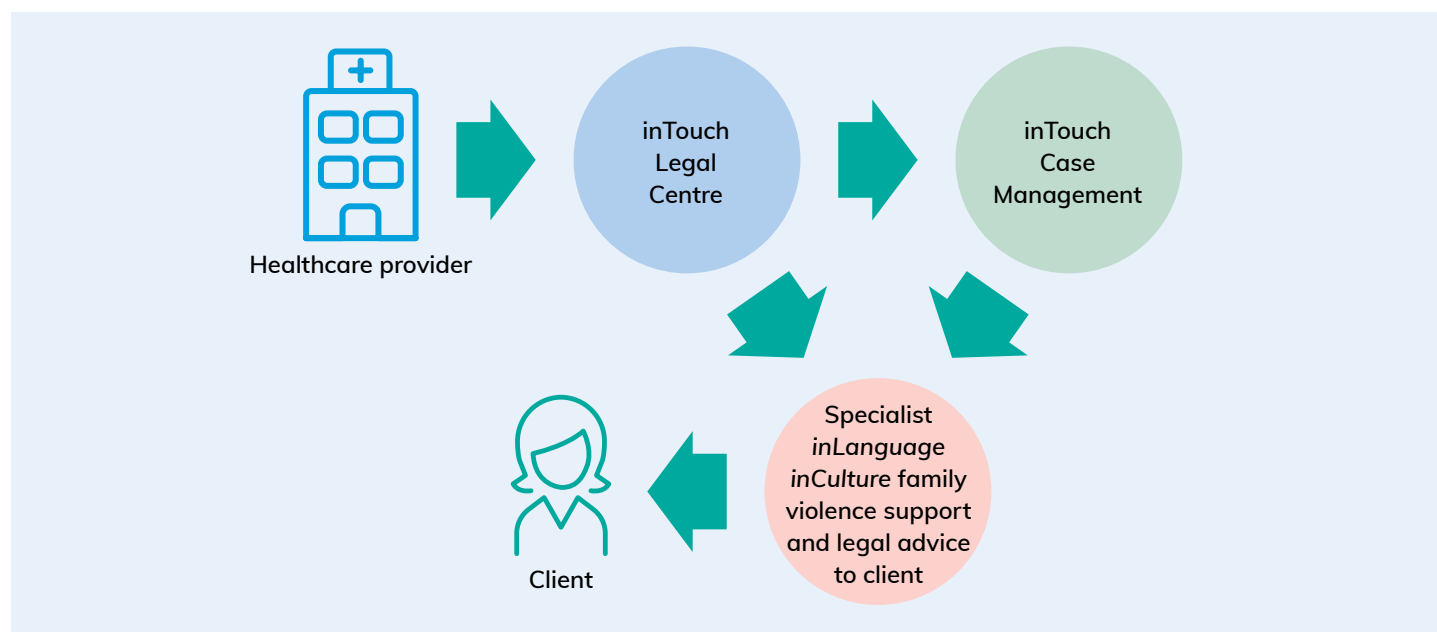


inTouch Legal Centre – Health Justice Partnership (HJP) Referrals

The inTouch Legal Centre provides specialist legal assistance to eligible clients who are in the care of a Health Justice Partnership (HJP) provider.

How we work

The inTouch Legal Centre has an integrative practice model. We provide legal advice and assistance to clients who, through our HJPs, are also eligible for culturally tailored family violence case management support. We are the first multidisciplinary practice in Australia to provide this type of inclusive service response.



What we do

inTouch's Legal Centre offers the following services:

- The Legal Centre accepts direct referrals for legal advice and representation through our HJPs.
- 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.

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

Contact us

Details for Health Justice Partnership (HJP) referral:

- Email: legal@intouch.org.au
- Phone number: 0438 042 736.

Referral Process for inTouch Case Management

What should I know before making this referral?

- inTouch works with clients who need culturally tailored support, such as those who may have language barriers and a lack of community connections. *Note: Not all clients from migrant and refugee backgrounds will require specialised support from inTouch – many may be able to access mainstream family violence services*
- The Legal Centre provides legal advice and representation in the areas of family violence, family law, migration and VOCAT
- The Legal Centre can refer the client to inTouch direct services for case management.



What should I do before making referral?

- Explain to clients the services provided by inTouch
- Have the client's consent.



How can I make an effective referral?

- Ensure all the details are filled in accurately in the Formal Referral Form with client consent
- Include information about how we can best contact the client including any specific times
- Attach any relevant documentation to the referral including MARAM risk assessments, Safety Plans etc
- Indicate level of risk and if a referral is urgent
- We also offer Secondary Consultations if required.



What should I tell my client about this referral?

- Predominantly phone service
- Our wait times for support vary according to demand and capacity so it is important to indicate if a referral is urgent or high risk
- Generally, the wait time between referral and allocation is about 2-3 business days
- We do not provide housing or direct counselling.



What happens after I make the referral?

- After a formal referral is made it goes to our paralegal for assessment and allocation
- Referral is allocated to a lawyer and the lawyer will call the client over the phone
- If the lawyer considers that the client would benefit from case management, the lawyer will refer to inTouch Direct Services for allocation of case manager
- You will be notified about the outcome of the referral.