Medical negligence in prison

Prisoner information kit





Medical negligence in prison

This prisoner information kit has been developed by the Civil Law Prisoner Legal Service at Legal Aid NSW. It is part of a series of information kits which cover legal problems common to people in gaol.

To view or download more prisoner information kits visit www.legalaid.nsw.gov.au or scan the QR code below.



This publication is a general guide to the law. You should not rely on it as legal advice, and we recommend that you talk to a lawyer about your situation.

The information is correct at the time of printing, however it may change. For more information contact LawAccess NSW on 1300 888 529.

Order publications online at: www.legalaid.nsw.gov.au/ways-to-get-help/publications-and-resources



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Do you need help to contact us?



If you need an interpreter, call the Translating and Interpreting Service (TIS National) on **131 450** (9am-5pm) and ask for LawAccess NSW.

Do you find it hard to hear or speak?



If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service (NRS). Ask for LawAccess NSW on **1300 888 529**.

About this kit

Use this kit if you are in prison and were hurt or your injuries got worse because of the healthcare you received and want to take steps towards claiming compensation.

In this kit is:

- information about medical negligence
- information about claiming compensation
- a sample section 26BA notice
- a <u>sample letter to the Law Society of NSW</u>
- a sample letter to a lawyer, and
- a Health Care Complaints Commission (HCCC) complaint form.

You must carefully read everything in this kit. Legal Aid NSW cannot help you make a medical negligence claim. You should see a private lawyer if you have any questions.



Medical negligence in prison

Factsheet for prisoners

Can I get compensation for medical negligence in prison?

In a medical negligence claim, you must prove:

- the health provider had a duty of care to look after you properly
- it did not look after you properly, and
- you permanently lost at least 15% of your whole person ability because it did not look after you properly. This includes physical and mental harm.

Your claim for compensation may be limited because it happened to you in prison. To find out more, you can discuss this with a medical negligence lawyer.

Time limit

You must start your claim for compensation in court within **three years** from the date of the injury or from the date that you became aware of the injury.

If more than three years have passed, a lawyer will be able to tell you if it is possible to get an extension.

What you need to do

Step 1: Make a complaint to Health Care Complaints Commission (HCCC)

The HCCC seeks to improve the quality of health services by investigating and prosecuting complaints about them in NSW.

You can make a complaint to the HCCC if you're unhappy about treatment you received. By making a complaint, you may get an indication about the degree of negligence you believe occurred.

You can call the HCCC by dialling #17 on the prison phone. Family members or friends can also make a complaint for you. The HCCC understands that there are time limitations on phone use in correctional settings, so calls from prison are answered first. The Inquiry Line Officer will listen to your complaint and advise you about your options to resolve it.

A phone call to the HCCC will not be treated as a complaint. Once you have received advice, you must lodge your complaint in writing.

You can make a complaint by writing a letter to:

HCCC Locked Mail Bag 18 STRAWBERRY HILLS NSW 2012

You can also send a fax to (02) 9281 4585 or email hccc@hccc.nsw.gov.au.

You can also fill out the <u>HCCC complaint form (PDF, 178 KB)</u> and send it together with any supporting documents. You can use the **HCCC complaint form**.



Step 2: Get medical records

Your lawyer will need copies of your medical records to advise you about your case and start the claim.

You can request a copy of your medical records yourself.

If you want access to your psychiatric records, you will need to go through a private lawyer.

Make sure the request:

- is made in writing
- has the date of the incident, and
- has your signature.

Most doctors and hospitals will want you to pay a fee in advance. If you need copies of your medical records from the prison health service, they will charge you a minimum of \$33.00 depending on the amount of documents. You must pay for this yourself.

To get copies of your own prison health records, you must complete an <u>Application for Access to Health Records form</u> which is available in prison and send it to the address on the form.

For more information, see the <u>Privacy information leaflet for patients</u> on the NSW Health website.

Step 3: Give notice that you may make a claim

If you want to sue a prison health service, prison or both for an injury, you must tell them within **six months** from the date of the incident by a written notice. The notice is called a section 26BA notice. This applies to:

- Correctional Services NSW
- Justice Health, and
- Each private prison and their health services.

If you haven't yet given them the notice, do it now, even if six months have already passed.

The court may dismiss your claim unless you can show a good reason for the delay, and that you gave the notice in a reasonable time in the circumstances.

You can use the Sample section 26BA notices.

You must give the completed notice to staff of the prison or health service or mail it to them.

You can use the Table of prison operators and their health services to find out where to send each notice.

The six month time limit stops running if you are a vulnerable offender.

You are a vulnerable offender if you:

- 1. feel unsafe giving a section 26BA notice or answering questions about it, and
- 2. applied to be in protective custody or transferred to another prison.

You stop being a vulnerable offender if:

- 1. you are transferred to another prison or are placed in protective custody because of your request, or
- 2. you refused to be transferred or placed in protective custody, or
- 3. your request is unreasonable, or
- 4. you are in protective custody but have not asked for protection for the reasons mentioned above.

Once you stop being a vulnerable offender, the time limit starts running again.



Step 4: Keep a record

• You will need to keep a record of who you gave the notice to, and when you gave the notice to them. You can use the **Sample record**. Keep it safe in case you go to court.

Step 5: Get a lawyer

You will need a private lawyer to help you with your claim. Legal Aid NSW doesn't help with medical negligence.

The Law Society of NSW can send you a list of lawyers who may help you.

To contact the Law Society:

- call (02) 9926 0300 and leave your name, MIN, correctional centre, and tell them that you want a medical negligence lawyer, or
- write to them asking for solicitors that specialise in medical negligence.

You can use the Sample letter to the Law Society of NSW.

To write to one of the lawyers on the list given to you by the Law Society of NSW, you can use the **Sample letter to a lawyer**.

You should ask the lawyer if they will come and see you, and if your first appointment is free. Some
lawyers only charge fees if you win, but they will normally charge you for any reports or documents they
get for your case. Be sure to ask about any costs which you may have to pay and when you will have to
pay them.

For more help, see the Lack of medical care in prison kit. .



Sample section 26BA notice

NOTICE PURSUANT TO SECTION 26BA OF THE CIVIL LIABILITY ACT 2002

To:	
(Name of prison or health so	ervice)
(Address of prison or health	
Date of incident:	//
Description of the incide	ent (in plain language):
	in this notice may give rise to a claim against a protected defendant (Such as W or Justice Health NSW).
Signed:	Signature
Full name of inmate:	Signature
r an marrie of miniates.	
MIN:	
Date:	//

An inmate must give a written notice of the incident that gives rise to their claim to the relevant Departments within 6 months of the date of the incident. It is sufficient to give notice to an officer or employee of the relevant Department.



Table of prison operators and their health services

Prison	Prison operator	Prison health service
Clarence CC	SERCO Clarence CC: Locked Bag 3902 SOUTH GRAFTON NSW 2460	SERCO Clarence CC: Locked Bag 3902 SOUTH GRAFTON NSW 2460
Junee CC	GEO Group Australia Junee CC: PO Box 197 JUNEE NSW 2663	GEO Group Australia Junee CC: PO Box 197 JUNEE NSW 2663
Parklea CC	MTC Broad Spectrum Parklea CC: PO Box 6148 Delivery Centre BLACKTOWN NSW 2148	St Vincent's Health Parklea CC: PO Box 6148 Delivery Centre BLACKTOWN NSW 2148
Other prisons in NSW	Corrective Services NSW GPO Box 31 SYDNEY NSW 2001	Justice Health PO Box 150 MATRAVILLE NSW 2036

Sample record

that the notice was not given.

RECORD

Use this form to record who you gave your	s26 BA notice to. It is for you to keep for later.
Write your name here:	
What is the name of the officer you handed the s26BA notice to?	
Did they work for the prison or the health service?	
Which prison were you in when you gave them the notice?	
What time did you give them the notice:	
What date did you give them the notice:	//



Do not give anyone this document. This is for you to keep and show to your lawyer in case anyone claims

Sample Letters

Sample letter to the Law Society of NSW

The Law Society of New South Wales Solicitor Referral Service 170 Phillip Street	Your name
Sydney NSW 2000	MIN
	Correctional centre
	Postal address
/ / Date	
Dear Sir/Madam,	
RE: Request for a referral	
Please send me a referral list for private solicitors from your Solicitors	citor Referral Service who do:
 Personal Injury Law – Medical/Dental Negligence – Plaintiff 	
prison visits	
first appointment free	
no win, no fee cost agreement.	
Thank you for your help.	
Yours faithfully,	
Signature	



Sample letter to a lawyer

Signature

	Your name
Name of lawyer	MIN
Name of firm	Correctional centre
Address of firm	Postal address
Dear Sir/Madam,	
RE: Request for help	
I got your details from the Law Society of NSW. I was injured bed happened is:	ause of the prison health care. What
It happened at:	
The injuries and medical treatment I received are:	
I think you should also know:	
	i Siloula kilow
I would like you to come and see me. I would like your advice about Please tell me about any costs I must pay, when I must pay them will be charged for any reports you get.	
Thank you for your help.	
Yours faithfully,	



The Health Care Complaints Commission

The Health Care Complaints Commission is an independent body dealing with complaints about health services provided in NSW. The Commission deals with complaints about health services affecting the clinical management or care of a patient, the professional conduct of a health practitioner, and risks to the health or safety of the public.

Making a complaint

Any person can make a complaint. Complaints to the Commission must be in writing. It is important to include all relevant information and you may attach additional documents to this form.

You can complain about any health service provider in NSW. Examples include:

- registered practitioners, such as doctors, nurses and dentists
- other health practitioners, such as massage therapists, naturopaths and psychotherapists
- health service organisations, such as public and private hospitals or medical centres.

Help with making your complaint

If you have difficulties writing your complaint, you can request help from the Commission's Inquiry Service on (02) 9219 7444 or toll free on 1800 043 159.

The Commission uses interpreting services to assist people whose first language is not English. If you need an interpreter please contact the Translating and Interpreting Service on **131 450** and ask to be connected to the Health Care Complaints Commission.

The complaint process

When your complaint is lodged, you will receive an acknowledgment letter with further information on how the Commission will assess your complaint and the name of your case officer. Every complaint is assessed on a case-by-case basis and you will be informed of the outcome in writing.



Section 1 Before Lodging a complaint

If you're not satisfied with a service provided within NSW by a health service provider, or you're concerned with the health, conduct or performance of a registered or unregistered health practitioner, then it is your right to make a complaint.

Before making a complaint, try talking with your health service provider—this is often the quickest and easiest way to address your concerns or fix a problem. For advice on talking with your provider, visit www.hccc.nsw.gov.au

If you have already made a complaint to the provider, please give them time to respond before making this complaint to the Health Care Complaints Commission. If they have responded and you are not satisfied please attach the response in the appropriate section in the form.

If you're not satisfied with the response, or feel uncomfortable talking with the provider directly, lodge a complaint with us using the form below.

Please provide as much information as you can, so that we can help you.

Need help to fill in the form? Call our Inquiry Service on (02)9219 7444 or toll free on 1800 043 159, 9am to 5pm, Monday to Friday.

Please note that the Commission does not have the power to direct a health service provider to:

- Pay damages or compensation
- · Provide a refund or alter fees
- Provide health care treatment
- Alter a medico-legal document if you are unhappy with the content

Please note: It is an offence for a person to provide false or misleading information to the Commission

Is this complaint about a health care service provided within NSW? Yes/ No

Is this complaint about a health service you or another person received? **Self/ Another person** (please skip section 3 if Self)

Are you making this complaint on behalf of an organisation? **Yes / No** (If yes, please specify)

In order to assess your complaint the Commission needs to provide a copy of the complaint to the provider so that they can respond, unless there are exceptional circumstances.

Do you consent to the Commission sharing this information with the provider/s? Yes/ No

If No, please provide the reason you have not given consent.

Please note, if you do not provide your consent the Commission may not be able to proceed with the assessment of your complaint. If you wish to discuss this please call our Inquiry Service on (02) 92197444 or toll free on 1800 043 159



Section 2 My details are (c	complainant)	
Title Mr/Mrs/Miss/Ms/Other	(Please circle)	First Name
Last Name		Middle Name
Gender		Date of birth
Country of birth		
Unit/house number		Street Name
City/ Suburb/Town		State
My preferred contact method is		
Daytime Phone		Mobile Phone
Preferred time		
Email Address		
How did you hear about us?		
Do you identify as Aboriginal or specify)	Torres Strait Islande	r descent? Yes / No (If yes, please
If you need an interpreter, pleas	se specify your langu	age
Do you have a disability or othe No (If yes, please specify)	er needs that the Com	nmission should be aware of? Yes /
Yes / No		nis complaint or any other matter?
If yes, please provide the case	number (if known)	
Section 3 Patient Details (the person who received t	the service, if different from complainant)
What is the person's relationshi	p to you? (for example	parent, friend, spouse)
Has this person asked you to m complete section 6)	nake this complaint?	
-		Yes / No (If yes, have them
Title Mr/Mrs/Miss/Ms/Other	(Please circle)	Yes / No (If yes, have them First Name
Title Mr/Mrs/Miss/Ms/Other Last Name	(Please circle)	
	(Please circle)	First Name
Last Name	(Please circle)	First Name Middle Name
Last Name Gender	(Please circle)	First Name Middle Name
Last Name Gender Country of birth	(Please circle)	First Name Middle Name Date of birth
Last Name Gender Country of birth Unit/house number	(Please circle)	First Name Middle Name Date of birth Street Name
Last Name Gender Country of birth Unit/house number City/ Suburb/Town	(Please circle)	First Name Middle Name Date of birth Street Name State
Last Name Gender Country of birth Unit/house number City/ Suburb/Town Daytime Phone		First Name Middle Name Date of birth Street Name State
Last Name Gender Country of birth Unit/house number City/ Suburb/Town Daytime Phone Email Address Is the person a child (under 16)	? Yes / No	First Name Middle Name Date of birth Street Name State
Last Name Gender Country of birth Unit/house number City/ Suburb/Town Daytime Phone Email Address Is the person a child (under 16) Does the person identify as Abo	? Yes / No	First Name Middle Name Date of birth Street Name State Mobile Phone ait Islander descent? Yes / No (If



I want to complain about (If more than two providers, please attach their details Section 4 on a separate page) Please complete this section about the person or organisation that has delivered the health service. Provide as much detail as you can to assist us in identifying the correct providers. Health service provider 1: (include as much detail as possible) Is health service provider an Organisation or Individual? Name of the provider If Individual: Is this person a student? Yes / No AHPRA registration number (if known) (Please circle) Title Mr/Mrs/Miss/Ms/Other First Name Last Name Middle Name Gender If Organisation/ Individual: Type of health service provider (for example doctor, nurse, dentist, hospital) Street Number Street Name City/ Suburb/Town State **Business Phone** Mobile Email How have you tried to resolve this complaint? Have you tried to resolve this complaint with the health service provider? Yes / No If Yes, provide details of action you took and any outcome Health service provider 2: (include as much detail as possible) Is health service provider an Organisation or Individual? Name of the provider If Individual: Is this person a student? Yes / No AHPRA registration number (if known) Title Mr/Mrs/Miss/Ms/Other (Please circle) First Name Last Name Middle Name Gender If Organisation/ Individual: Type of health service provider (for example doctor, nurse, dentist, hospital) Street Number Street Name City/ Suburb/Town State **Business Phone** Mobile Email How have you tried to resolve this complaint?



Have you tried to resolve this complaint with the health service provider? Yes / No

If Yes, provide details of action you took and any outcome

Section 5	My Complaint (please attach additional details on a separate page if the given space is not enough)
What are the issue	es you are complaining about?
when it happened, about what occurre	ummary of your complaint. It is useful to include what happened, who was involved and any person who witnessed or has knowledge ed. Please also attach any relevant documents you have. If you complete this section, the Commission can provide advice by 7444.
What would you lik	te to happen as a result of your complaint?
I have approached specify)	another organisation about my complaint Yes/ No (If yes, please
Attach supporting information your complaint	mation (such as letters, reports, photos, invoices) you would like us to consider with



Section 6	Consent to access healthcare information
The Commissi your complaint	on may need to access the patient's personal health information to assess
has been made information for	erson who received the service/treatment about which the complaint le. I authorise the Commission to access my personal health the purpose of handling this complaint.
service/treatn Commission to handling this c	xt-of-kin / parent/ guardian of the person who received the nent about which the complaint has been made. I authorise the access this person's personal health information for the purpose of omplaint.
service/treatn I acknowledge the treatment, information rec	d party relationship to the person who received the nent about which the complaint has been made. that if I do not provide a consent form signed by the person who received then the Commission may not be able to provide me with any further parding the assessment or outcome of this complaint
which the cor I acknowledge the treatment, information reg Signed Please provide a address: Health	quainted to the person who received the service/treatment about inplaint has been made. that if I do not provide a consent form signed by the person who received then the Commission may not be able to provide me with any further garding the assessment or outcome of this complaint a signed copy of the consent form via email: hccc@hccc.nsw.gov.au or postal Care Complaints Commission, PO BOX K549, HAYMARKET, NSW 1240 with the submission of your complaint.



If you are making this complaint on behalf of someone else, have <i>them</i> sign and complete the below.
☐ I understand that (complainant name)is making a complaint about the service/treatment provided to me and I authorise the Commission to access my personal health information for the purpose of handling this complaint.
and / or
$\hfill \square$ I authorise the Commission to speak to the complainant about the service / treatment I received.
Name Signed
Before you send this form, please check that you have:
Please send the complaint and supporting information to
The Commissioner Health Care Complaints Commission PO Box K549 HAYMARKET NSW 1240
Or send a fax to (02) 9281 4585 or email to hccc@hccc.nsw.gov.au

Privacy statement The Commission will not disclose any information provided by you other than in carrying out its functions under the *Health Care Complaints Act*. Please refer to the privacy statement on our website.



APPLICATION FOR PRO BONO ASSISTANCE



Suburb: Post	
	tcode:
Email address: Date of	of birth: / / /
Telephone (home): Telephone (work): Mob	bile:
Marrital status: Single Married Defacto Other (eg. separated):	
Number of dependents:	
re there any circumstances facing you which make it more difficult for you to deal with this legal matter?	
For example, you require a translator; have a disability; cultural or religious reasons) Yes (provide details below) No proceed to section 2	
Attach additional page if necessary.	
2. DETAILS OF MATTER	
DETAILS OF MATTER lease indicate the type of legal problem(s) from those listed below:	Wills & Fstates
DETAILS OF MATTER	Wills & Estates Other:
2. DETAILS OF MATTER lease indicate the type of legal problem(s) from those listed below: Administrative Law Criminal Law Family Law - Children	Other:
Lease indicate the type of legal problem(s) from those listed below: Administrative Law Criminal Law Family Law - Children AVO Debt & Credit Immigration Law	Other:
P. DETAILS OF MATTER Ilease indicate the type of legal problem(s) from those listed below: Administrative Law Criminal Law Family Law - Children AVO Debt & Credit Immigration Law Child Care & Protection (FaCS) Discrimination Not for profit organisation	Other:
P. DETAILS OF MATTER Ilease indicate the type of legal problem(s) from those listed below: Administrative Law Criminal Law Family Law - Children AVO Debt & Credit Immigration Law Child Care & Protection (FaCS) Discrimination Coronial Matters Employment Law Tenancy How did you find out about The Law Society Pro Bono Scheme?	Other:
P. DETAILS OF MATTER Ilease indicate the type of legal problem(s) from those listed below: Administrative Law Criminal Law Family Law - Children AVO Debt & Credit Immigration Law Child Care & Protection (FaCS) Discrimination Coronial Matters Employment Law Tenancy How did you find out about The Law Society Pro Bono Scheme?	Other:
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COURT PROCEEDINGS e there any current court proceedings in relation to your matter? Yes No proceed to section 5 *If there are current court proceedings, please supply copies of the latest court/tribunal orders or directions which indicate the nature and dathen ext hearing date and type. Next court or tribunal date: Court or tribunal name: Type of proceeding (e.g. Mention/Directions/Hearing): DETAILED STATEMENT REGARDING YOUR MATTER ease include the following: The history of the matter; The current situation;	late of
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Yes	date of
**Note: If you prefer, write 'PLEASE SEE ATTACHED' in the space above and attach a separate statement.	date of
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Note: If you prefer, write 'PLEASE SEE ATTACHED' in the space above and attach a separate statement.	
Please also provide the following:	
Court or other relevant documents Copy of payslips or Centrelink benefits received in the last three months	
Reasons for Legal Aid refusing assistance Bank statements covering the last three months	



6. LEGAL AID	
Have you contacted Legal Aid for assistance?	
Yes No	
Have you been refused Legal Aid for this matter?	
Yes No ▶ proceed to section 7	
If yes, why is this?	
Lack of merit Matter type not within Legal Aid's Guidelines Your finance	ial situation
Have you appealed this decision?	
Yes No ▶ proceed to section 7	
What was the outcome?	
Granted Refused	
Attach a copy of Legal Aid's refusal letter.	
7. ASSISTANCE FROM OTHER LEGAL SERVICES	
Have you sought assistance from a community legal service or organisation?	
Yes (provide name below) No ▶ proceed to section 8	
What assistance did they provide you with? Why are they unable to assist you further? Lack of merit Lack of resources Your financial situat	ion Other (provide details below):
Why are they unable to assist you further? Lack of merit Lack of resources Your financial situat	ion Other (provide details below):
Why are they unable to assist you further?	ion Other (provide details below):
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Are you currently employed?			
Yes No			
Job title/role:			
f yes, what capacity are you wor	king?		
Casual / Full-Time	Permanent / Full-Time	Seasonal	
Casual / Part-Time	Permanent / Part-Time	Other (please provide details below)	
If not, when did you last work in	n paid employment?		
Are you receiving any governmen			
Yes (provide details below)	No		
What was your tayable income	in the leat 12 manths?		
What was your taxable income	III LIIE IAST 12 IIIONTNS?		
What is very suggest weekly in	nome ofter toy?		
Note: A financially associate financially eg. spousoure they currently employed?	SSOCIATED PERSON (IF APPLICA	BLE) des you with financial support or could reasonably be expected to ass	ist you
10. YOUR FINANCIALLY AS Note: A financially associate financially eg. spouse	SSOCIATED PERSON (IF APPLICA		ist you
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11. YOUR ASSETS & LIABILITIES

Please ensure all items are filled in (if you don't own an asset e.g. a house put "nil").

Asset/Liability	Total value	Your share (%)	Money owing	Monthly payments	Date payments will cease
House	\$		\$	\$	
Other Property	\$		\$	\$	
Rent	\$		\$	\$	
Bank/Building Society	\$		\$	\$	
Stocks & Shares	\$		\$	\$	
Car	\$		\$	\$	
Other Assets	\$		\$	\$	
Utilities (gas, electricity, etc.)	\$		\$	\$	
Other Liabilities (school fees, sporting fees, health insurance, etc.)	\$		\$	\$	

12. YOUR FINANCIALLY ASSOCIATED PERSONS ASSETS & LIABILITIES (IF APPLICABLE)

Please ensure all items are filled in (if they don't own an asset e.g. a house put "nil").

Asset/Liability	Total value	Your share (%)	Money owing	Monthly payments	Date payments will cease
House	\$		\$	\$	
Other Property	\$		\$	\$	
Rent	\$		\$	\$	
Bank/Building Society	\$		\$	\$	
Stocks & Shares	\$		\$	\$	
Car	\$		\$	\$	
Other Assets	\$		\$	\$	
Utilities (gas, electricity, etc.)	\$		\$	\$	
Other Liabilities (school fees, sporting fees, health insurance, etc.)	\$		\$	\$	

The Pro Bono Scheme $\ \ \ \$ T: (02) 9926 0364 $\ \ \ \ \$ W: www.lawsociety.com.au/probonoscheme

Page 5 of 6



13. PERMISSION TO OBTAIN INFORMATION

I/We hereby AUTHORISE and REQUEST any lawyer who has acted for me/us, the Legal Aid Commission and any Court or Tribunal to provide The Law Society of New South Wales Pro Bono Scheme any information and documents it may request in order to assist The Law Society of New South Wales Pro Bono Scheme to assess this Application.

Signed:	
Date: / / /	

14. ACKNOWLEDGMENT

I ACKNOWLEDGE that:

- Applications will not be processed until the Law Society of New South Wales Pro Bono Scheme has received all requested documentation.
 This includes:
 - Legal Aid refusal letter;
 - · Bank statements from the last three months for yourself and any financially associated persons;
 - Payslips received in the last three months for yourself and any financially associated persons;
 - · Centrelink statements outlining benefits received in the last three months for yourself and any financially associated persons;
 - · Details outlining assets and liabilities for yourself and any financially associated persons;
 - · Any relevant court documents relating to the matter; and
 - Any other supporting documents.
- 2. Updates will not be provided during the Application process;
- 3. I/We agree to adhere to a code of conduct that includes dealing with staff in a courteous and respectful manner. I/We will not swear; be racist; make sexist, rude or offensive comments; yell; threaten to harm myself or others; or contact the Scheme when I/we have been drinking or taking drugs. We reserve the right to cease communication with you if you fail to comply, and your Application will be returned.
- 4. I/We remain responsible for meeting all Court commitments or commencing all legal action within the statutory time limits;
- 5. The Law Society of New South Wales Pro Bono Scheme takes a minimum of ten working days to process my/our Application after all documentation has been received;
- 6. It may not be possible to find a solicitor willing to do the work on the basis requested, or in the location or legal area concerned;
- 7. I/We may not be eligible for assistance under the Law Society of New South Wales Pro Bono Scheme guidelines or at the discretion of the Pro Bono Scheme Solicitor;
- 8. The Law Society of New South Wales Pro Bono Scheme is not required to provide reasons for their decision as to whether or not they accept my/our Application for referral;
- 9. I/We have no right of action against the Law Society of New South Wales or its employees in any event arising from this application or any assistance obtained from a firm referred by the Scheme;

15. LODGEMENT OF APPLICATION FORM

Submit form by email and attach all supporting documentation:

a2j@lawsociety.com.au

OR send the completed and signed application form and all documentation to:

The Law Society of New South Wales The Pro Bono Scheme 170 Phillip Street, Sydney NSW 2000

The Pro Bono Scheme | T: (02) 9926 0364 | W: www.lawsociety.com.au/probonoscheme

Page 6 of 6



