

It's your right to ask your lawyer about your case.

The VLSB+C can help you understand what questions to ask.

Victorian Legal Services
BOARD + COMMISSIONER



What is the VLSB+C?

The Victorian Legal Services Board and Commissioner (VLSB+C) is a group authorised by the state of Victoria to help you if you have a problem with your lawyer.

Asking your lawyer questions can help you to understand the legal process, create a better partnership, and get the best outcome.

How can the VLSB+C help you?

The VLSB+C can help you understand how your lawyer should work with you.

They can explain information like:

- + Questions to ask your lawyer.
- + Your lawyer's duty to you.
- + Legal professional privilege – a special rule that makes sure lawyers keep the things you tell them confidential.

- + The difference between solicitors and barristers and how they work together.

What are some of your lawyer's responsibilities?

- + Keeping your information confidential.
 - + Your lawyer will not tell anyone what you tell them about your case without your permission.
- + Doing what is best for your case.
 - + Your lawyer must make sure that your legal needs come first.
- + Having no conflict of interest.
 - + Your lawyer should not be involved in any case that clashes with yours. For example, a lawyer usually cannot represent two different sides in the same case.

What are some questions you can ask your lawyer?

Questions about keeping your information confidential:

- + “How will you make sure my information stays confidential?”
- + “What would you tell someone else about my case?”

Questions about acting in your best interest and managing your case:

- + “How often will we talk to make sure things are going well with my case?”
- + “What happens if things don’t work out the way I want them to?”

Questions about conflict of interest:

- + “Have you or any other lawyer that works with you ever helped someone that is connected to my case?”
- + “What will you do if lawyers at your law office have worked for someone related to my case?”


What to do if you have a problem with your lawyer?

Talk about your concerns directly with your lawyer or someone more senior at the lawyer’s office. Try to speak with your lawyer first about your concerns, as they may address them once raised.

You may also change lawyers, but you will need to pay for the work already done.

Find information in your preferred language.

To find information in your preferred language:

1. Visit the VLSB+C website: yourrighttoask.vic.gov.au
2. Click on the ‘Translate’ button, then select the  icon and choose your preferred language.

If you want more information in your preferred language, please dial TIS National on 131 450 and speak to one of their friendly team members. They can connect you with an interpreter to speak to the VLSB+C.

If you still need help

See what things the VLSB+C does at:

lsbc.vic.gov.au/what-we-do-dont-do

Once you know what they do, visit this link if

the VLSB+C can help you: lsbc.vic.gov.au/complaint-process

To find out about other places that can help if

VLSB+C can’t, visit: lsbc.vic.gov.au/other-help

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