

List for Prioritising Client Vulnerability

It is important when we are completing an intake or triage with a client that we gather enough personal information to perform a conflict check and enough high-level information about the legal issue to determine whether or not the matter is something our CLC can assist with.

Beyond this, however, in certain circumstances, such as where the client is particularly vulnerable, it may be more appropriate to prioritise book the client in for an appointment with a lawyer, over drilling down into the specifics of the matter.

It may also be appropriate to prioritise your appointments for vulnerable client groups in other circumstances, such as where there is minimal availability.

The tool below can be used as a visual prompt in the working space of frontline staff or those who may complete an intake.

- Warm referrals
- Aboriginal and/or Torres Strait Islander peoples
- Children and young people (up to 24 years)
- Domestic and Family Violence
- People in custody/prisoners
- Rural and remote
- People receiving Centrelink
- CALD clients
- Disability or mental illness
- Single parents
- Homelessness or at risk of homelessness
- Older people (65+ or First Nations people 50+)



Prioritising client vulnerability

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