

Managing conflicts and difficult conversations

Risk Management Guide - Conflict Scripting

Obligations around conflict

- If a conflict of interest is discovered, the centre should inform the person that the centre is unable to provide a service to them and refer them to another appropriate service, such as another centre or Legal Aid.
- When informing either by phone, in person or in writing, that assistance cannot be provided, centres should be mindful of their duty of client confidentiality.

Ensure you are completing a conflict check as early into the conversation as you can. This ensures the CLC is delivering services in line with a trauma informed framework and prevents the client from having to tell their story unnecessarily.

To perform a conflict check you must get the clients name and date of birth and also perform a system search on the other party.

Where the script is **red**, you may choose to use this wording or personalise it.

Below are some examples you can use interchangeably in your centre:

Example-

Verbal

1. *Unfortunately, we cannot help you with this matter, but I can give you a list of organisations who may be able to provide some assistance.*
2. *We do not have any lawyers who are able to assist you with your matter, however we can provide a number of other organisations who may be able to help.*
3. *I'm sorry I can't give details of the reason why in this instance, and I imagine that must be frustrating for you. However, I can give you the details for another centre/organisation who might be able to help.*
4. *As a community legal centre, various issues can arise which may mean we cannot assist you but that doesn't mean that another centre may not be able to help, so I can give you those details.*
5. *Unfortunately, we are unable to assist in this matter. As we are a Government funded Centre with limited resources we are unable to assist every single caller with their legal matter however, XXXX Centre/referral may be able to assist.*

Written

Hello,

- *Thank you for your enquiry. Your request for legal advice has been reviewed and unfortunately our centre is unable to assist you with this legal matter.*
- *We do not have capacity to assist with this matter. Please see below for a list of other organisations who may be able to assist.*
- *Your matter has been reviewed and it has been determined we cannot assist. We can, however, provide you with a number of referrals so that you can get some assistance elsewhere.*

*Another community legal centre may be able to assist. You can find contact information for community legal centres on the Community Legal Centres Queensland website:
<https://www.communitylegalqld.org.au/find-legal-help/>.*

*Alternatively, you may wish to speak with a private lawyer. The Queensland Law Society has online search tools to help you find one. You can visit the Queensland Law Society website:
www.qls.com.au/Find-a-Solicitor/Search, or call them on 1300 367 757.*

Kind regards,

XXXXX

Statements to curb curly questions

- *Unfortunately, as we are a Government funded Centre with limited resources we are unable to assist every single caller with their legal matter however, XXXX Centre/referral may be able to assist.*
- *As a Legal Centre that assists hundreds of clients each year, we have a number of pre-existing legal and ethical obligations which unfortunately means we simply are unable to assist every person who calls. XXXX Centre/referral may be able to assist.*
- *I am not able to go into any detail about why that is. I can say that seeing you for this legal matter could cause an ethical issue for us. I know this sounds very mysterious and I apologise for that. I can provide you with a referral to another community legal centre or service if you would like.*
- *I'm sorry I cannot explain this further, confidentiality is something that we have to prioritise, however if you'd like to discuss it further you can call the QLS Ethics Centre on 07 3842 5843.*

Write your own: