



## STANDARD REFERRAL GUIDELINES

1. QPILCH will ask the applicant to contact you (QPILCH firm contact or nominated person) to make an appointment. QPILCH is happy to arrange a meeting if you would prefer.
2. QPILCH is not the client, nor is the applicant a client of QPILCH.
3. You must establish the usual client relationship. A pro forma solicitor/client agreement can be downloaded from our website at [www.qpilch.org.au](http://www.qpilch.org.au) (in the Criteria and Procedures section) and can be adapted to reflect the circumstances of the particular case.
4. Please ensure that the applicant/client is aware of the cost implications (if any) of the matter, particularly where litigation is envisaged.
5. QPILCH may be able to provide support assistance such as collecting and collating information, undertaking research, or providing access to expert assistance within the limits of our available resources.
6. So that we can monitor progress of the matter referred to ensure that our referral program is operating effectively, we ask that you complete the attached closure report form. QPILCH monitoring of matters is not as the agents of you, the applicant, or any other person. In a long matter QPILCH may contact you from time to time to ask about its progress.
7. We request that you provide QPILCH with any significant documentation produced in the conduct of the matter, such as counsel's opinion, clearly marked "Confidential and subject to legal professional privilege" and copies of judgements and reports that will enable QPILCH to report on the outcome of matters referred. Any report produced by QPILCH on a matter will not identify any person or corporation, unless the matter has already attracted privilege through a court or similar report, or with the applicant's consent.
8. QPILCH will not divulge any aspect of a matter which you indicate should remain confidential. If you do not wish any publication to be made, please advise QPILCH in writing. In particular, please advise QPILCH of any matters that should not be published or referred to in order to retain legal professional privilege.
9. If a matter attracts media interest, we ask that you take the opportunity to promote QPILCH. Within the bounds as outlined above, QPILCH will also promote the work of its members through media releases, newsletters and its website.
10. All information and documentation provided to you as part of a referral is confidential. If for some reason you are unable to accept the referral, please return all material to QPILCH.