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Job opportunities at LSS

LSS is currently recruiting for the following lawyer positions:

- Staff Lawyer, Appeals
- Coordinator, Criminal Law Services & Projects
- Coordinator, Civil Law Services & Projects

For more details, please check the LSS website at www.lss.bc.ca/general/careers.asp.

Guide to Legal Aid Tariffs revision

LSS is set to release a new round of tariff revisions in July 2008. This round of tariff revisions supports the strategic goals of Legal Aid Renewal to establish and maintain tariffs that attract private bar lawyers who will provide quality services to meet the legal needs of LSS clients. Throughout the tariff revisions process, LSS looked at feedback from the Tariff Lawyer Survey, tariff review report (*Managing for Results: LSS Tariff Renewal*), and legal aid reform in other jurisdictions. The tariff revision decision-making process included increased LSS staff participation and consultations with the private bar.

Consultations with the bar included meeting with the newly convened Family Tariff Advisory Committee and an expanded Criminal Tariff Advisory Committee. Committee members had the opportunity to review proposed tariff revisions and provide feedback and suggestions for improvement for future tariff revisions. LSS is looking to convene an Immigration Tariff Advisory Committee.

The Family Tariff Advisory Committee is chaired by Kyong-ae Kim, Civil Law manager. Committee members include:

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|-------------------------|--------------------------------|
| Donna Maser – Mission | Irene Peters – Prince George |
| Jeff Peterson – Kelowna | Bruce Clokie – Vancouver |
| Susan Loney – Victoria | David Dundee – Kamloops |
| | Steven Merrick – Prince Rupert |

The Criminal Tariff Advisory Committee is chaired by David Griffiths, Criminal Law manager. Committee members include:

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|--------------------------|-------------------------------|
| Sue Wishart – Victoria | Jason LeBlond – Prince George |
| Craig Sicotte – Surrey | Robert Bellows – Vancouver |
| Peter Wilson – Vancouver | Clint Sadlemyer – Nanaimo |
| | Robert Bruneau – Kamloops |

LSS will continue to consult with lawyers in the ongoing tariff revisions process to enable us to provide you with improved resources that will help your clients solve their legal issues.

Tips from the Tariff Helpdesk

Interpretation and translation

Currently, you can't bill interpretation and translation disbursements through e-billing (you will not find them in the drop-down lists), as LSS wishes to review the receipts. Please do not bill these disbursements under the "miscellaneous" drop-down in e-billing (refer to the *Guide to Legal Aid Tariffs* for the list of disbursements billable under miscellaneous). Interpretation expenses for the hearing impaired may be e-billed under miscellaneous.

Message from A&I — Complaints about referral lawyers

Many of the complaints LSS receives about referral lawyers concern delays, failing to respond, and quality of service. Your cooperation to help address complaints is essential. In some cases, the complaint arises because of a communication breakdown between lawyer and client. If possible, LSS will help to re-establish communication.

When appropriate, LSS tries to resolve complaints by phone. However a written response is often the best way to ensure all concerns are clearly addressed. If you are asked to respond in writing to a complaint, please do so within 30 days, in accordance with section 7 of the *Guide to Legal Aid Tariffs*. If you require additional time to respond, please contact us.

To address a complaint, we will generally ask you to respond to specific questions to clarify the relevant issues. Please ensure you address those questions as well as provide the contextual background and documentation you think will help resolve the complaint. After we have obtained all relevant information from you, we will typically forward your response to the complainant for any further comments he or she may have. If no further information is required from you, we will proceed with our assessment and determine if any further action is required. We will let both you and the complainant know the results of our investigation and assessment, subject to any confidentiality guidelines.

If you have any questions about our complaints process, please contact Carolyn Gulabsingh, Audit & Investigation staff lawyer, at carolyn.gulabsingh@lss.bc.ca or 604-601-6034, or contact Margaret Currie, Audit & Investigation manager, at margaret.currie@lss.bc.ca or 604-601-6053.