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LSS Online and you

We've been describing our new portal for lawyers — LSS Online — in [recent issues](#) of the LAB. It turns out we need a bit more time to get it the way we'd like it to be, so the launch is now expected toward the end of January 2015.

We'd appreciate that you continue to keep your bills up to date between now and then (to minimize the amount of referrals and other data we'll need to migrate to the new system).

We'll shut down the current Lawyer e-services system for 5–7 business days prior to launching LSS Online (which will be around January 15). This will allow us to complete processing of accounts and authorizations that are in our current system. During this time, you won't be able to submit accounts or authorizations. Our usual weekly payments won't be affected and we'll continue to pay accounts that are processed.

Project updates

Here are some quick updates on the [projects](#) we announced in July (five projects intended to increase access to justice through enhanced legal advice services and early out-of-court resolution).

Three are well underway and are expected to be launched in October.

Expanded Family Duty Counsel – Victoria

We've contracted with Margaret Payne as the lead lawyer. Policies and processes are currently being finalized with the expectation that the program will be operational early in October. Margaret will be meeting with the local family duty counsel roster in the coming weeks.

Expanded Family LawLINE

We've contracted with Amber Van Drielen as the lead lawyer. LawLINE service hours will be expanded through the month of October, with the full program being implemented by the end of the month.

Mediation Referral pilot project

Mediate BC is in the process of establishing the mediation roster, and referral policies and processes are being completed.

For more details about all of these projects, see the [FAQ](#).

Future contract opportunities

Parents Legal Centre

The centre is expected to open in the Robson Provincial Court in January 2015. This pilot focuses on early, collaborative resolution of child protection issues. It will engage with parents at an early stage prior to and during the parents' involvement with the Ministry of Children and Family Development/Delegated Aboriginal Agency.

Services will include information and advice on options for resolving child protection issues out-of-court; advice and representation at collaborative processes; information on court processes; and representation at uncontested hearings.

For more information on this project, see the [FAQ](#). You can also find out about the [contract opportunity](#).

Expanded Criminal Duty Counsel

We're in the process of developing two Expanded Criminal Duty Counsel pilots. One is confirmed for Port Coquitlam. Find out about the current [contract opportunity](#).

New Richmond local agent

Richmond has a new legal aid local agent as of September 1. Lawyer Birgit Eder has practised law with Eric Warren for 28 years and brings the kind of legal experience and ties to the community that will serve Richmond clients well.

Birgit practises criminal law, but her past experience includes offering free legal advice to sex trade workers, and she's the past chair of the Downtown Eastside Women's Centre. Birgit is also a member of the Legal Aid Action Committee of the Trial Lawyers Association. Eric is that rare criminal lawyer who has an exclusively criminal legal aid practice.



Birgit said she and Eric strongly believe that it's important to have a legal aid office in Richmond. "Using the telephone to apply for legal aid doesn't work for everyone," she said. "A local agent's office is more efficient and more comfortable for applicants, especially first-time applicants."

The intake assistant in the new office is Marie Arrington — a decades-long advocate for women's rights.

"All three of us are really committed to making legal aid more accessible to the public we serve in Richmond," Birgit said. "There are so many who need to be assisted here. The language barrier is so much larger in Richmond."

To increase accessibility, they've been exploring taking legal aid applications at specific times in community centres and on criminal and family list days. They'll start with taking applications in the courthouse on criminal remand days and may add family remand days shortly. They're also holding an open house for community groups, court services stakeholders, lawyers, and others. "We'd like everyone to get to know each other," Birgit said.

New Tariff and Case Management emails

Over the next couple of weeks, we'll be transitioning to a new email format for the Tariff and Case Management helpdesks. Why are we doing this? To better assist you. You'll be issued a "support" ticket that you can track and we can follow up on in a more efficient manner. This will also assist us in tracking trending issues, thereby helping us be more proactive in providing resolutions, directions, and appropriate information. Should you select the old email address, it will redirect you to the new email. Once the old email address has been deactivated, you should still receive a message instructing you how to contact us. We anticipate the transition to be finalized in early November.

| | Old email | New email |
|-----------------|--|--|
| Tariff | helpdesk.tariff@lss.bc.ca | lawyer.support@lss.bc.ca |
| Case management | helpdesk.case-mgt@lss.bc.ca | case.support@lss.bc.ca |

New legal aid work resource

[What You Need to Know About Legal Aid Work](#) is a new online-only quick reference tool that introduces you to LSS and provides you with the following information.

- How to get a vendor number
- How to get and bill referrals
- How to get on the duty counsel roster
- How to use the LSS Tariffs
- What LSS services are provided by area of law
- What resources are available for you and your clients

You can also find this publication on our website under Lawyers — Practice resources. It replaces our outdated *Lawyer Orientation Manual*.

Please take a few minutes to check out this new resource and let us know what you think. Email your comments to

lawyersresources@lss.bc.ca.



Courthouse Libraries BC fall webinars

Courthouse Libraries BC have released their fall webinar schedule, with sessions for family and criminal law practitioners, and more. [Earn CPD and improve your skills for free...](#)

[Resources](#) | [e-services](#) | [Tariff guides](#) | [Contact us](#)



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