

Lawyer Initiated Client Application FAQs

Question	Answer
<p>What is the new “client application” function in the Lawyer Portal? What are the benefits?</p>	<p>The Lawyer Initiated Client Application (LICA) function is an optional self-serve feature that allows lawyers to make a simple 3-step legal aid application on behalf of their clients. We have designed for the feature to be quick and intuitive, and often a contract can be issued as soon as the application is submitted, enabling you to bill for services sooner. This feature will be particularly useful where you client may have certain barriers to making a new application themselves, or to make an application outside Intake/Local Agent business hours.</p>
<p>Who can submit client applications in the Lawyer Portal?</p>	<p>At this time, online applications are available to lawyers who practice criminal law. This is based on the area of law selections you have indicated on your profile. If you believe you should have this function (you practice criminal law) and do not see it in the main menu of the Lawyer Portal, please contact lawyer.support@legalaid.bc.ca</p> <p>We hope to expand this feature to other areas of law in the future.</p>
<p>Where do I find the Client Application feature?</p>	<p>The online application is accessed via the main menu after signing in to the Lawyer Portal. This menu option will only be visible to lawyers who have indicated that they practice criminal law on their profile. If you do not see the menu option and believe you should, please contact lawyer.support@legalaid.bc.ca</p>
<p>Can I submit an application on behalf of a new client?</p>	<p>No. Online applications can only be submitted on behalf of an existing client that you have previously had a representation contract for.</p> <p>“Online/paper” applications can still be submitted for new clients to onlineapplications@legalaid.bc.ca</p>
<p>What information do I need to provide when making an application?</p>	<p>You will need to confirm the client’s current personal info as on file with LABC, provide the court file numbers and related offence details for which the client is applying for, and confirm the client’s current financial information with LABC, or provide updated financial information if it has changed since the client’s last application.</p>

<p>Does the client need to be present with me when I make the application?</p>	<p>Although the client does not have to be present with you when you make the application, they do need to understand and agree to the <i>Legal Aid Agreement</i> before the application is submitted. This agreement is provided at the beginning and end of the application form.</p>
<p>If I submit a client application and the client is found eligible, when will I receive a contract?</p>	<p>If the charges are eligible for online application and the client is financially eligible you can be issued a contract as soon as the application is submitted. If based on the information provided a contract requires further review by Intake, a message will be displayed and you will be contacted by Intake as soon as possible. To follow up on an application under review please contact onlineapplications@legalaid.bc.ca</p>
<p>My application is under review. What does this mean and how do I follow up?</p>	<p>In certain circumstances, online applications will be forwarded for a manual review by Intake. You will be contacted once the review is complete, and if you would like to follow up please contact onlineapplications@legalaid.bc.ca</p>
<p>What are the circumstances where an online application cannot be accepted?</p>	<p>The online application feature includes various levels of validation to check for circumstances such as existing applications and contracts, as well as other conflicts that may not permit an online application to be made. If this is the case, you will be provided with a message that explains that the application cannot be accepted based on the information provided.</p>
<p>Can I save an application I have started and come back to it later?</p>	<p>Due to the nature of the process and our records you must complete the entire application process once you have started it, or cancel it and start it another time. We have designed the process to be quick and simple, with three basic steps. It should typically take between 15 and 30 minutes to complete the application process.</p>
<p>If I have questions about the client application process, who do I contact?</p>	<p>If you require practical support in using the Client Application feature in the Lawyer Portal, please contact lawyer.support@legalaid.bc.ca If you have questions around your client's eligibility or an application that has been directed to Intake for manual review, please contact onlineapplications@legalaid.bc.ca</p>