

SECONDARY CONSULTATIONS WITH OPALS

Secondary consultations are a form of indirect legal help.

You may wish to confidentially discuss legal issues an older person is experiencing with the OPALS lawyer, or socio-economic issues an older person might be experiencing with the OPALS social worker.

Secondary consultations are useful to gather more information if the older person is not yet ready for a referral, or wants to know more about their legal options or the processes before speaking to the lawyer or social worker.

NO NEED TO IDENTIFY THE OLDER PERSON

In order to comply with Caxton Legal Centre's privacy law obligations, no personal, confidential or sensitive information will need to be shared during secondary consultations.

This means that you can call to discuss the older person's issues without identifying them by name, for example:

I have an older person saying ... what sort of legal advice would you give?

You can use hypothetical scenarios if that is your preference:

Hypothetically, if an adult child is emotionally abusing the older person by threatening to hurt her if she did not give him money, would you describe that as elder abuse?

Secondary consultations can help you explain some legal processes to the older person. You can ask questions such as:

Do you have to appear in person for a DVO application?

Can you recover money that was loaned if there was never a written agreement to repay it?

You can also use secondary consultation to better support an older person. For example, you can enquire about the social supports that are available to an older person.

CONTACT AND REFERRAL

The lawyer or social worker will be available to discuss de-identified matters of the older person, explain key legal issues and provide legal information or social support information to you for the benefit of the older person, or provide referrals where the information is not within their scope of work.

If you want to make a direct referral to OPALS, or have concerns about family conflict and information sharing with OPALS, contact the social worker.

For a secondary consultation, please call:

- OPALS lawyer Tilé on 0408 376 117
- OPALS lawyer Anna on 0436 125 030
- OPALS community social worker Sally on 0427 727 399
- Caxton Legal Centre front desk on (07) 3214 6333.

