

YouthLaw provides free legal advice and information to all people under the age of 25. Our clients (or their guardians/parents/support) are mainly seeking help for matters related to employment, education, family, and youth justice.

Over many years YouthLaw has provided opportunities for university law students to work in a law office and get some hands-on experience working on client matters. All this is done under the supervision of YouthLaw solicitors, and we have a very structured process so that our volunteers are carefully trained and supervised.

We open for 3 intakes each year – these intakes span over Semester 1, Semester 2 and the summer holidays. All volunteers must complete a 5.5 hour training at the start of the intake.

The main tasks include the following:

- Taking client calls (or replying to voice messages).
- Interviewing the client and/or their support person, which includes obtaining their contact details and an initial interview of the client's facts and legal issues.
- Administrative tasks relating to a legal practice, which include entering client details and relevant information into the CRM system.
- Following the initial interview, volunteers may be assigned to obtain more details about the client and their problem.
- Legal research, which will include reviewing and analysing the documents sent through by clients and also legal research, like researching case law and other legal publications.
- Legal advice drafting.
- Providing clients or their support person with legal advice after advice has been checked by a solicitor.
- Email advice drafting; and
- Following up with clients.
- Where available, law reform work may also be completed.

The volunteer programme allows students of differing capabilities to support the legal advice team in different ways. A new volunteer will likely focus their efforts on doing interviews, whereas a more seasoned volunteer/intern will likely focus their efforts on researching, drafting advice and advising clients.