

Contact list (October 2009)

The following are some of the most frequently used telephone/fax numbers and e-mail addresses at LSS.

If you want to:	Phone	Fax	E-mail
Ask questions about the <i>Guide to Legal Aid Tariffs</i> , Notices to Counsel, or the <i>Legal Aid Fax (LAF)</i> and the processing of legal aid lawyer accounts	604-601-6155	604-681-5796	helpdesk.tariff@lss.bc.ca
Ask questions about judicial appeals including disbursement and transcript authorizations and extra fees for appeals	604-601-6085	604-682-0956	helpdesk.appeals@lss.bc.ca
Ask questions about disbursement and transcript authorizations for trials	604-601-6145	604-681-7963	helpdesk.case-mgt@lss.bc.ca
Get information about the Strategic Case Assessment Program (SCAP)	604-601-6145	604-681-7963	helpdesk.case-mgt@lss.bc.ca
Get information about extra fee requests	604-601-6145	604-681-7963	helpdesk.case-mgt@lss.bc.ca
Get information about reviews of refusals of legal aid	604-601-6008	604-682-0767	n/a
Get information about intake (client eligibility and coverage)	604-601-6243	604-681-2719	helpdesk.intake@lss.bc.ca
Get information about criminal duty counsel	604-601-6066	604-601-6195	dutycounsel@lss.bc.ca
Get information about family duty counsel	604-601-6009	604-601-6195	helpdesk.family@lss.bc.ca
Get information about lawyer e-services including E-billing	604-601-6155	604-681-5796	helpdesk.tariff@lss.bc.ca

If you want to:	Phone	Fax	E-mail
Update vendor/billing number contact information	604-601-6111	604-682-7967	helpdesk.finance@lss.bc.ca
Ask questions or make comments on tariff policy issues	604-601-6033	604-601-6195	lawyersresources@lss.bc.ca
Get information about Ministry of Children and Family Development independent legal advice for children	604-601-6009	604-601-6195	helpdesk.family@lss.bc.ca
Get information about settlements and judgments	604-601-6016	604-682-0976	helpdesk.sj@lss.bc.ca
Get information about cheque runs	604-601-6111	604-682-7967	helpdesk.finance@lss.bc.ca
Provide information about an LSS client who may not be entitled to receive legal aid	604-601-6008	604-682-0767	thirdpartycomplaints@lss.bc.ca
Get information about the Brydges legal advice line	604-601-6027	604-681-7963	helpdesk.criminal@lss.bc.ca
Get copies of public legal information materials	604-601-6075	604-682-0965	distribution@lss.bc.ca
Give clients the number to apply for legal aid (Call Centre) or seek legal information and advice by phone (LawLINE)	Local calls: 604-408-2172 Toll free: 1-866-577-2525		