



The Legal Services Society (LSS) provides legal aid services to the public through 7 regional centres and a number of courthouses; a province-wide, toll-free call centre; and 20 local agent offices. A list of offices is available on the society's main website: www.lss.bc.ca. In addition, some services are available through government agents in communities across the province.

The society is committed to ensuring its services are accessible to all communities. For example, Call Centre and LawLINE recorded messages are available in several languages and callers are given immediate access to a telephone interpreter (via three-way conference calls) when speaking with staff. In addition, LSS pays for qualified interpreters and translators for clients who need them to work with their legal aid lawyers (applicants arrange for interpreters on their own). The society also produces publications in several languages and requires all staff to adhere to a code of ethics that includes non-discrimination and non-harassment.

Regional centres

Staff at regional centres:

- take applications for legal representation and refer eligible clients to lawyers (intake),
- provide intake services at local courthouses,
- take legal aid referrals (staff lawyers),
- liaise between LSS and advocacy groups, court, and the private bar,
- co-ordinate regional duty counsel,
- direct clients to legal information and/or advice services, including online, print, and video materials, community agencies, LawLINE, and family duty counsel, and
- help clients access online legal information and self-help resources using the LawLINK website and public access computers.

Call centre

The toll-free LSS Call Centre ensures access to legal aid, particularly for people who live in rural communities where there is no legal aid office, or who live with disabilities or face other circumstances that prevent them from traveling to an office. The call centre handled 16.8% of all applications for legal representation in 2006/2007, 12.6% in 2005/2006, and 9.5% in 2004/2005. Waiting times for callers are comparable to those for applicants who apply in person.

Staff at the call centre:

- Process applications for legal representation from people who are unable to apply in person and refer eligible clients to lawyers.
- Re-direct calls to legal information and/or advice services, including online and print materials, community agencies, LawLINE, and family duty counsel.

Call: (604) 408-2172 (Lower Mainland) or 1-866-577-2525 (toll free).

Local agents

Local agents are private bar lawyers funded by LSS to:

- take applications for legal representation and refer eligible clients to lawyers (intake),
- take legal aid referrals (up to an equitable portion of those issued by their office),
- co-ordinate local duty counsel,
- liaise between LSS and the community and private bar, and
- direct clients to legal information and/or advice services, including online and print materials, community agencies, LawLINE, and family duty counsel.

At some local agent offices, clients can access online legal resources using LawLINK public access computers.

Government agents

Support for LSS services is also available at 59 government agent offices in BC. Staff at these offices provide clients with:

- copies of LSS legal information publications,
- access to the LawLINK website,
- limited free printing services, and
- a fax drop-off/pick-up point.

Note: Government agents are listed under the Government of BC listings in the Telus blue pages and on their [website](#).