

---

**Overview**

This standard is about working directly with clients to provide them with advice on rights and entitlements in relation to disability. You will need to establish their needs and expectations of services, research information which is relevant to their situation and provide them with appropriate and accurate legal advice. You will be working with clients at the point of initial contact with the service. It includes advice related to disability legislation as well as more general advice on the provision of goods, facilities, products and services for people with a disability.

## SFJIB2

### Provide first line disability legal advice

---

#### Performance criteria

You must be able to:

- P1 explain to clients the legal advice services you can offer in line with organisational requirements
- P2 check that clients' understanding of legal advice services is consistent with information you have provided
- P3 agree with clients their legal advice requirements in line with relevant legislation, policies and procedures
- P4 agree with clients where situations require immediate action in line with their requirements , and:
  - P4.1 take steps to implement this
- P5 agree next steps with clients in line with their requirements
- P6 explain accurately the organisation's systems and procedures for working with clients
- P7 agree further actions with clients in line with their requirements including:
  - P7.1 procedures
  - P7.2 responsibilities
  - P7.3 time limits
- P8 analyse available client information to assign relevance to their case in line with your professional judgement
- P9 record client details and agreed actions in line with organisational requirements
- P10 review sources of information to assess applicability to clients' situations
- P11 check that information obtained enables you to advise clients
- P12 analyse information received from clients and the research process to formulate options in line with clients' needs
- P13 present clients with information and possible options for action in line with organisational requirements
- P14 advise clients on the implications of possible options in line with organisational requirements
- P15 check clients' understanding of the advice offered in line with organisational requirements
- P16 agree actions required by you and clients in line with organisational requirements

**Knowledge and understanding**

You need to know and understand:

- K1 the definition of disability discrimination, and how it relates to the provision of goods, facilities, products and services
- K2 the legislative framework relating to disability discrimination
- K3 what constitutes an 'emergency situation', and:
  - K3.1 what actions to take when a client with a disability presents an emergency
- K4 processes and procedures in relation to resolving disability discrimination problems in the provision of goods, facilities, products and services
- K5 disciplinary and grievance procedures in relation to disability discrimination
- K6 the concept of constructive dismissal in the context of disability discrimination
- K7 the key rights and responsibilities of employers and employees in relation to employment contract law
- K8 the responsibilities of employers to people with disabilities
- K9 the responsibilities of providers of goods, facilities, products and service in relation to people with disabilities
- K10 the formal notification required to show that employers and service providers have been informed about disabilities
- K11 the roles and responsibilities in emergency situations around disability
- K12 procedures for requests of care packages from authorities in your jurisdiction
- K13 complaints and appeals procedures against those providing goods, facilities, products and services in relation to disability discrimination
- K14 relevant legal procedures relating to disability discrimination actions
- K15 how to challenge creditors on the basis of the 'competence' of disabled people
- K16 how welfare benefits apply to disabled people, including:
  - K16.1 means-tested benefits
  - K16.2 non-means-tested benefits
  - K16.3 contributory benefits
  - K16.4 locally administered welfare schemes

K16.5 non contributory benefits

K16.6 passported benefits

## SFJIB2

### Provide first line disability legal advice

---

<b>Developed by</b>	Skills for Justice
---------------------	--------------------

---

<b>Version number</b>	2
-----------------------	---

---

<b>Date approved</b>	November 2013
----------------------	---------------

---

<b>Indicative review date</b>	November 2018
-------------------------------	---------------

---

<b>Validity</b>	Current
-----------------	---------

---

<b>Status</b>	Original
---------------	----------

---

<b>Originating organisation</b>	Skills for Justice
---------------------------------	--------------------

---

<b>Original URN</b>	SFJ IB2
---------------------	---------

---

<b>Relevant occupations</b>	Legal Advisers; Legal Associate Professionals
-----------------------------	---

---

<b>Suite</b>	Legal Advice
--------------	--------------

---

<b>Key words</b>	Rights; entitlements; disabilities; disabled; impairment; initial advice
------------------	--