



Section 2 - Service Contracts

Contents

Introduction	4
About Service Contracts	4
Further Information.....	4
Sample Contract for Services	4
Part 1 – Apply to be a listed provider	2
Introduction	2
Local Consultative Groups	2
Apply for listing as a lead provider	3
Apply for listing as a lead provider – procedure	4
Apply for listing as a duty solicitor or PDLA lawyer	6
Apply for listing as a duty solicitor or PDLA lawyer – procedure	7
Apply for listing as a secondary or non-lawyer provider.....	8
Apply for listing as a secondary or non-lawyer provider - procedure	9
Apply for a litigation experience level.....	10
Apply for a litigation experience level – procedure.....	11
Appendix A – Criteria for approval as a listed provider	A.1
Appendix B – Listed provider application form.....	B.1
Appendix C – Litigation experience level guidelines	C.1
Part 2 – One-off listing approvals	2
Overview	2
General	2
One-off listing approval process.....	3
Applying for a one-off listing approval	4

Part 3 – Investigating and managing provider conduct.....	3
General	3
Definitions	3
Principles.....	4
General approach	4
Law society involvement	7
Providers who are Agency Staff.....	7
Dealing with external complaints.....	7
Dealing with Agency concerns about Providers.....	9
Investigation Process	9
Consequences	12
Recording and Reporting	17
Documentation and Filing	17
Appendix One	19
Appendix Two	22
Part 4 – Listed provider audit policy.....	3
Overview	3
Legislation and policy.....	3
Responsibilities	4
Definitions	6
Audit process	6
Specific procedures.....	8
Appointment of auditor	9
Execution of audit.....	9
Release of final audit report	11
Managing resolution of issues post audit	11
Part 5 – Suspension consideration and review	2
Overview	2
Legislation	2
General	3
Suspension consideration	7
Review of suspension	12
Lifting of a suspension	14
Reporting and recording closure	14

Part 6 – Post audit process

Overview	2
Legislation	2
General	2
Principles.....	2
Random File Post Audit Process.	5
Special and Quality and Value Post Audit Process.....	5
Continuation of the Post Audit process for all audit types	6
Responsibilities	7
Recording and Reporting.....	7

Introduction

About Service Contracts

Service Contracts is responsible for the listing and contract management of legal aid providers. The Service Contracts section of this manual contains information on applying for listing and on the Agency's processes for dealing with provider issues, including complaints, audit procedures, and suspension of listings.

Providers must enter into a contract for services with the Agency before they are able to provide legal aid services. The Agency is not obliged to pay for any legal aid services provided before the provider was approved to provide those services. A sample of the contract can be found at the end of this introduction.

The Agency is required under the Legal Services Act 2000 to ensure that a list of legal aid providers is available to the public, whether in printed or electronic form. The Agency maintains a list of providers on its website, which is updated monthly.

Further information

If, after consulting this manual, you have further queries about being a listed provider, please go to the Agency's website www.lsa.govt.nz, or telephone the Agency's Head Office on 04 495 5910.

Sample Contract for Services

A sample contract for services is included in this section.