**Q AND ANSWERS SENT OVER BY ADRIAN:**

* After the negative decision by the IAA, caseworkers can only support the client for a period of 7 days. Once they’re exited they can no longer access the program but go through the portal and make a referral themselves – **How are we going to connect the case worker with the client ASAP?**
* Main reason for incomplete forms: lack of English skills
* Barristers are contacted by email or telephone where currently there is no other automated process
* What is the optimal time that RACS expects to have documents sorted?

**At the time the referral takes place. We would like that with each referral all documents have already been gathered and sorted. We hope that the portal is designed in a way where the referral can only happen if the required or essential documents have been uploaded. This will then allow us to quickly get on with the matter and contact barristers, rather than having the referral with incomplete documents and then needing to waste time in chasing up clients and or making FOI request which take the DIBP 30 days to process (Way too much time)**

* They track the statistics of the application through excel sheet and CLSIS – information system online (idk what that is)

***How many barristers do they contact per refugee***

* A: Initially one barrister- he/she will provide the opinion as to whether there are prospects of success of review. If negative opinion- case will be closed. If positive opinion we ask the same barrister who provided the opinion if he/she has the capacity to take on and run the matter in court. If the barrister does not have the capacity we will need to contact other barristers to try and find legal representation for the client.