

Community Legal Clinic Intake Playbook

Use this guide when screening visitors for the weekly Community Legal Clinics (CLCs) operated by Pro Bono SG.

Step 1 – Pre-screen: Confirm Singapore citizen or PR; exceptions for long-term visit pass holders experiencing family violence (seek supervisor approval).

Step 2 – Matter Type Routing: Family (divorce, maintenance) -> Family Justice Support; Employment -> Tripartite Alliance for Dispute Management; Tenancy -> Small Claims Tribunals Advisory; Debt -> Credit Counselling SG partner; Syariah -> MUS PPIS desk.

Step 3 – Form Selection: Use Form CLC-01 for general advice, Form CLC-02 for document drafting support, and Form CLC-03 if interpreter required. Provide translated consent forms when language support flag is true.

Step 4 – Evidence Capture: Scan documents to SharePoint library folder “CLC-Intake” using naming convention YYYYMMDD_ClientInitials_MatterType.pdf.

Referral Matrix: If applicant reports ongoing violence -> connect to Family Violence Specialist Centre. If imminent deportation -> alert Migrant Workers' Centre legal desk. If bankruptcy notice received -> schedule with volunteer insolvency panel.

Follow-up: Send SMS template “PB-SG Follow Up” with clinic date/time. Update CRM status to “Awaiting Session” and note any accessibility requirements.